INVENTORY OF ONTARIO GOVERNMENT PROGRAMS AND SERVICES FOR DISABLED PERSONS

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PREFACE

The Government of Ontario provides assistance to disabled persons and their families with programs and services which are administered through 19 ministries, the Civil Service Commission, and the Secretariat for Disabled Persons.

The Inventory of Ontario Government Programs and Services contains information on 120 programs and is designed to assist those organizations and agencies which are involved in activities concerning disabled persons. The inventory addresses a variety of needs and will be of particular interest to customer service officers, policy planners, program administrators and others with ongoing community contact.

In preparing the inventory, the Secretariat for Disabled Persons used the definition of "disability" set out in the Ontario Human Rights Code. The code states:

9 (b) "because of handicap" means for the reason that the person has or has had, or is believed to have or have had,

(i) any degree of physical disability,infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a dog guide or on a wheelchair or other remedial appliance or device,

(ii) a condition of mental retardation or impairment,

(iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, or

(iv) a mental disorder.

The Secretariat has tried to use the most widely accepted terms in the description of programs. For example, developmentally disabled replaces the term mentally retarded where possible. It should be noted, however, that the titles of certain programs, organizations, and government statutes could not be changed to reflect current usage.

The Secretariat consulted all Ontario government ministries in developing the inventory. The cooperation and assistance provided by the ministries in the preparation of this inventory is appreciated.

Information is organized in a convenient standard format which describes basic features of programs, including: objectives, criteria for eligibility, and program description. For further information contact reference and telephone number is provided for each program.

Two different methods may be used to locate a specific program or service within the inventory.

An alphabetical listing of ministries and the name of programs that they provide appear on pages 5 through 9.

Users may also locate programs and services by employing the subject index located on pages 139 to 153. All programs and services in the inventory have been grouped under 19 categories in the subject index. For example, access, counselling services, employment programs, etc.

To locate a particular type of program or service, first select the subject category under which it would most likely appear. For example, services for developmentally disabled persons will be found in the section entitled *Programs and Services for Developmentally Disabled Persons*

At the Secretariat for Disabled Persons we believe it is important that government share information with the disabled community. In response to your requests for a comprehensive listing of Ontario government programs and services for disabled persons, the Secretariat has developed this inventory. During the past year the Secretariat has pretested the inventory by making an initial edition available to ministry staff for their use and comment. Based on the feedback received from ministries, the Secretariat has revised and improved the inventory.

We believe that you will find this inventory to be a highly useful resource and would appreciate receiving your comments on how we might improve upon the inventory's format, content or usability.

For further information and your comments please contact:

Secretariat for Disabled Persons
700 Bay Street, 3rd Floor
Toronto, Ontario
M5G 1Z6
(416) 965-3165

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MINISTRY OF THE ATTORNEY GENERAL

BLIND PERSONS' RIGHTS ACT

Purpose

To prevent discrimination against blind persons who are accompanied by guide dogs.

Eligibility

Both the individual and the seeing eye dog must have successfully completed a training program at one of the specified schools.

Program Description

Under the Blind Persons' Rights Act, guide dogs accompanying blind people are allowed access to public accommodation, services, and facilities. The Act provides for the issuing of identification cards picturing the guide dog and blind owner. Cards are issued to persons using seeing eye dogs trained by one of the schools recognized in the regulations under the Act. A printed summary of the Blind Persons' Rights Act is provided with the identification card.

A sample identification card and a copy of the Blind Persons' Rights Act are available on request.

Contact	Human Resources Branch Ministry of the Attorney General
Phone	(416) 965-2552

COMMUNICATIONS BRANCH — GENERAL INQUIRY

The Communications Branch provides general information about the justice system in Ontario.Information about publications and legislation administered by the ministry is available.

Contact	Ministry of the Attorney General
Phone	(416) 965-9111 (416) 965-6470 (TTD)

LIBRARY SERVICES FOR DISABLED PERSONS

Purpose

To assist the Libraries and Community Information Branch in addressing the information and library needs of Ontario's disabled population through the development, enhancement, and promotion of library services for disabled persons in Ontario's public libraries.

Program Description

Local public libraries attempting to develop, maintain, and/or enhance services for disabled persons would benefit from the Libraries and Community Information Branch's efforts in the area of library services for disabled persons. These efforts are linked to library systems via the Ontario Library Service Area offices.

The program provides assistance to Ontario public libraries through:

- the designation of a Provincial Library Services Coordinator for the purposes of consultation, policy and program development, and training and education;
- the development of an Advisory Committee on Library Services for Disabled Persons;
- ministry support for key areas of concern in the field of library services for disabled persons via special projects (Halpenny Study, Owen Sound Literacy Project);
- the Lottery Based Grants Program for public libraries wishing to purchase special format materials and equipment for use by disabled persons;
- the Capital Facilities Improvement Program (CFIP) which includes the construction and renovation of public libraries to enhance accessibility.

Contact	Provincial Services Coordinator Services for Disabled Persons Libraries and Community Information Branch Ministry of Citizenship and Culture
Phone	(416) 965-2696

COMMUNITY FACILITIES IMPROVEMENT PROGRAM (Special Amenities to Improve Accessibility for Disabled Persons)

Purpose

To assist cultural and multicultural organizations to improve the delivery of programs through the alteration of existing structures.

Eligibility

The program is open to any municipality, local services board, indian band council, library board, conservation authority, or incorporated non-profit organization which delivers services/programs within the mandate of the Ministry of Citizenship and Culture and has been incorporated at least one year prior to application. Places of worship are generally not eligible for assistance.

Program Description

The program provides financial assistance for renovation to improve accessibility for disabled persons to facilities used for cultural, multicultural, or citizenship purposes, using Part 10 of the Ontario Building Code as a minimum standard. Applicants are encouraged by the ministry to raise the level of accessibility of their facility above the minimum required by the code (i.e. light switches, counter heights, interior finishes etc.)

Up to one-half of eligible costs may be provided for such amenities. An applicant must be able to demonstrate that all funds necessary to complete the project will be available.

An application, available from the ministry, should be submitted before a project is started.

Applications will be issued on specific criteria which include:

- the degree to which the need for the project can be demonstrated to enhance program and service delivery and accessibility;
- the degree to which the proposal is consistent with municipal, cultural and multicultural objectives and priorities;
- the degree to which the applicant can demonstrate that the project will not create an operating, management, or financial burden on the organization.

For detailed information about criteria, terms, and conditions, an eligible organization should contact the nearest ministry regional services office or the ministry directly.

Contact	Planning and Project Management Section Ministry of Citizenship and Culture
Phone	(416) 965-0322

EMPLOYMENT OF PERSONS WITH DISABILITIES

Purpose

To support, encourage, and emphasize equal employment opportunities for disabled persons in the Ontario Public Service.

Eligibility

Agencies that represent disabled persons and provide employment search services, as well as persons with disabilities who are occupationally qualified for employment in the Ontario Public Service, may participate in the program.

Program Description

Through education, and direct intervention, the program seeks to ensure that non-discriminatory employment methods are practised in the Ontario Public Service for disabled persons.

The program regularly monitors personnel policies and practices to ensure that they do not conflict with the principle of equal opportunity.

Seminars are given to the staff of ministries to support and emphasize the right of disabled persons to equal employment opportunity, and to encourage personnel staff to employ equal opportunity policies and practices.

The program maintains an inventory of the names and occupational qualifications of disabled persons. When a job competition arises, the names of suitably qualified disabled persons are brought forward from the inventory and their applications are submitted. Also, when a disabled person feels that he/she is not receiving equal opportunity in employment or job development, program staff will investigate the problem on his/her behalf.

In 1984-85, an estimated 562 disabled clients participated in the program.

Contact	Staffing, Recruitment Branch Civil Service Commission
Phone	(416) 965-6081

BRAILLE AND AUDIO TRANSCRIPTION SERVICE FOR PRINT-HANDICAPPED POST-SECONDARY STUDENTS

Purpose

To assist print-handicapped students to secure an education at the post-secondary level by providing an audio and braille transcription service for textbook and reference material.

Eligibility

Students must be enrolled in an Ontario university or community college, Ryerson, the Ontario College of Art, or an eligible private vocational school.

Program Description

While the transcription service is available throughout Ontario, the W. Ross MacDonald School in Brantford acts as the provincial co-ordinating agency for this service. Students make requests for the service through the local post-secondary institution.

Only course-related textbooks and reference materials will be transcribed. Print-handicapped students should ask their institutions for assistance with other educational materials such as class handouts, examinations, and short reference articles.

During the program's first year of operation (1984-85), 140 students in post-secondary institutions received audio and/or braille materials.

Contact	University Relations Ministry of Colleges and Universities
Phone	(416) 965-3878

SUPPORT SERVICES FOR DEAF AND HARD-OF-HEARING STUDENTS

Purpose

To provide support services for deaf and hard-of-hearing students attending post-secondary educational institutions in Ontario.

Eligibility

To be eligible for support under this program an individual must meet all of the following criteria:

- the individual must be deaf or hard-of-hearing;
- the individual must be registered in a credit course at a university, a college of applied arts and technology, Ryerson, OCA, or an eligible private vocational school in Ontario;
- the individual must not be in receipt of other financial support services for the deaf or hard-of- hearing.

Program Description

The support services provided under this program include sign language or oral interpreters, note-takers, and amplification devices. Priority will be given to part-time students since full-time hearing impaired students generally have access to funding for these support services from other sources. The ministry has contacted the Canadian Hearing Society to co-ordinate the delivery of the support services.

Individuals seeking financial support under this program are responsible for applying to the institution, program, and course of their choice. Once accepted by the institution, students should contact the designated liaison person in the institution. Staff involved in the application/registration process are aware of the program and will be able to direct students to the designated liaison person.

Contact	College Affairs Branch Ministry of Colleges and Universities
Phone	(416) 965-7627

ADULTS' SOCIAL SERVICES

Adults' Social Services include seven programs for disabled persons:

1. Capital Grants
2. Homemakers and Nurses Services
3. Support Service Living Unit Program
4. Attendant Care Outreach Program
5. Interpreter Service
6. Intervenor Service
7. Vocational Rehabilitation Services and Workshops for Disabled Persons

1. Capital Grants

Grants are provided for the construction, acquisition and renovation of:

- group homes operated by non-profit organizations for the care of disabled adults;
- approved vocational rehabilitation workshops for physically disabled persons.

2. Homemakers and Nurses Services

Purpose

To assist in maintaining the quality of family life during the illness or absence of a parent or guardian.

To assist elderly, convalescent, handicapped, chronically ill, or otherwise disabled persons to remain in their homes whenever possible.

Eligibility

Eligibility for the program is determined by the municipalities.

Program Description

The program is administered by municipalities and cost shared by municipalities (20%) and the Ministry of Community and Social Services (80%). Federal cost sharing is available under the Canada Assistance Plan.

Contact	Operational Support Branch Ministry of Community and Social Services
Phone	(416) 965-2432

3. Support Service Living Unit Program

Purpose

To provide an appropriate and positive alternative to institutionalization for physically disabled individuals who are able to live independently in the community.

Eligibility

The physically disabled person wishing to receive a support service must:

- require assistance with the activities of daily living because his/her disability is likely to be permanent;
- be able to live in his/her own home with assistance from an attendant on an on-call basis;
- be capable, or potentially capable, of determining when he/she requires attendant assistance;
- be able to have his/her needs met by the existing community health network (e.g., family physicians, out-patient clinics, visiting nurses).
- The disabled person applying for support services must be unable to have his/her needs adequately met by the home support or chronic home care services because of the intensity, irregularity, or unpredictability of his/her requirements over a twenty-four-hour period.

Disability is defined for the purpose of this program as a physical impairment or traumatic brain damage which prevents the individual from carrying out the activities of daily living unaided, or without endangering him/herself, or within a conventional time period.

Program Description

This program provides personal assistance or "attendant care" services to non-aged physically disabled adults (adults under 65) who are living independently in the community.

Non-professional attendants (i.e., attendants not necessarily trained in health care or other related professions) assist individuals in performing such daily activities as:

- bathing and washing
- getting into and out of bed
- personal grooming
- light meal preparation, eating, clean-up
- mobility, transferring, positioning
- toileting
- dressing and undressing
- essential communication

Activities additional to the basic ones may be provided. These include:

- laundry
- housekeeping
- shopping
- banking

Attendant care services are located in designated shared accommodation (group home) or integrated apartment complexes. On-site attendant staff provide any necessary personal care services to tenants.

Attendant services are shared among all the tenants in the project. Attendants may be scheduled by tenants (i.e., for getting up in the morning, going to bed at night, bathing, turning at night) or be available on call via telephone.

The Ministry of Community and Social Services funds only the attendant care portion of the program. Appropriate housing, which is geared to the tenant's income, is provided by the Ministry of Housing. Tenants are responsible for paying their own rent and basic living expenses. Most of the tenants, however, are receiving a disability allowance (GAINS-D) and therefore are eligible for a rent subsidy.

This program is funded through the Ministry of Community and Social Services Act. In 1984-85 it served approximately 535 persons in 47 support service living unit projects.

Contact	Operational Support Branch Ministry of Community and Social Services
Phone	(416) 965-4945

4. Attendant Care Outreach Program

Purpose

To provide attendant care services to physically disabled adults living outside of designated support service living unit projects.

Eligibility

To be eligible for this service, a client must:

- be unable to carry out, within a conventional time period, some or all of the activities of daily living;
- require assistance with daily living activities on a consistent long-term basis and be responsibly and safely left unattended when such physical assistance is not actually required;
- be able to determine and communicate his/her needs for assistance to service providers;
- have medical needs that can be suitably met by the community health care system.

Program Description

This program is operated by non-profit corporations with funding under the Ministry of Community and Social Services Act.

The program operates on a scheduled visit basis (available primarily from 6:00 a.m. to 12:00 midnight daily) providing up to a maximum of 90 hours per month of attendant care service. Services provided include assistance with:

- dressing and undressing
- transferring
- rising and retiring
- personal grooming and hygiene
- bathing and washing
- light meal preparation

The Attendant Care Outreach Program has been designed to complement the services already being provided through existing visitation programs (e.g., Chronic Home Care, Homemakers and Nurses Services Program, etc.) and other alternative service arrangements/resources available to the client.

The program was introduced in the fall of 1984. Approximately 30 clients received the service during the 1984-85 start-up year.

Contact	Operational Support Branch Ministry of Community and Social Services
Phone	(416) 965-4945

5. Interpreter Service

Purpose

To increase the independence of hearing impaired adults by helping them use, to the fullest extent possible, any essential services they may require in the community.

Eligibility

Any person resident in Ontario who is hearing impaired and who, as a result, is put at a disadvantage in communicating with another person without the use of sign language is eligible.

The service is available to hearing impaired residents of all ages. However, it is not to be used by children for school purposes as interpretation at school is the responsibility of the local Board of Education.

Program Description

The Interpreter Service assists deaf and hearing impaired adults who are living in the community. It provides interpreters in order to assist the deaf

person in communicating with others. Service priority is given to those people who require an interpreter to assist with job-related, medical, or legal matters.

Assistance is provided for essential matters and not social or recreational purposes. (Essential matters include legal, health, and social services, social assistance, employment, educational services, business meetings, and the like.)

The program is funded through the Ministry of Community and Social Services Act. The Canadian Hearing Society coordinates and delivers the service on behalf of the ministry.

In 1984-85 the program served 6,231 persons (including group and individual requests) mainly for education, access to ministry services, and business purposes.

Contact	Operational Support Branch Ministry of Community and Social Services
Phone	(416) 965-4945

6. Intervenor Service

Purpose

To increase the independence of deaf-blind adults by helping them use, to the fullest extent possible, any essential services they may require in the community.

Eligibility

The Intervenor Service is available for people who are:

- Ontario residents;
- eighteen (18) years of age or over and not attending full-time school;
- eligible to be registered blind in combination with severe loss of hearing or who have a combination of vision and hearing loss which causes substantial difficulty in the pursuit of educational, vocational, recreational, and social goals.

Service priority is given to deaf-blind adults just leaving school who require assistance in community adjustment and functioning.

Program Description

The Intervenor Service enables Ontario's estimated 300 deaf-blind adults who are living in the community to participate and live as independently as possible in the community. This is done through an "intervenor." The intervenor, using a variety of communication methods, mediates between the deaf-blind person and persons or situations in his/her environment, and helps the person to participate in community life.

The program is funded under the Ministry of Community and Social Services Act.

The Canadian National Institute for the Blind coordinates and delivers the program through a purchase-of-service agreement with the ministry. Full- and part-time staff deliver the service with the assistance of volunteers.

In 1984-85, 104 clients were served on an active case-load basis.

Contact Operational Support Branch
Ministry of Community and Social Services

Phone (416) 965-4945

7. Vocational Rehabilitation Services and Workshops for Disabled Persons

Purpose

To assist individuals with a physical or mental disability to become capable of pursuing regularly a substantially gainful occupation.

To support community workshops which provide assessment, training, job placement, and sheltered employment for persons with a physical or mental disability.

Eligibility

An individual is eligible for vocational rehabilitation services if he/she is incapable of pursuing regularly any substantially gainful occupation because of a physical or mental impairment. Not only must a disability exist, but it must be vocationally handicapping. The legislation restricts services to those individuals who are ordinarily residents of Ontario. Individuals are not eligible if services are available under the Workers' Compensation Act or the Veterans' Rehabilitation Act.

Program Description

Two major activities are funded under the Vocational Rehabilitation Services Act.

- Vocational Rehabilitation Services

  The Ministry of Community and Social Services directly provides Vocational Rehabilitation Services. Vocational rehabilitation counsellors are ministry employees. They provide vocational counselling, planning, and job placement and assist eligible clients to obtain other goods and services necessary for their vocational rehabilitation.

  In addition to Vocational Rehabilitation Services, the Ministry of Community and Social Services is working with other levels of government to help financially disadvantaged persons to find

employment. For example, the Youth Employment Preparation Program is designed to help young persons who are out of work. Employment Support Initiatives programs are for sole support parents. Family Benefits recipients who return to full-time jobs can also get help through the Work Incentive Program (WIN). Full-time employment includes self-employment and seasonal work as well as hourly-rated and salaried jobs. Through the WIN program a person may be eligible for a monthly cash benefit that is gradually reduced as earned income increases.

- Operating Grants to Workshops

  Operating grants are paid to approved workshops providing assessment, vocational training, and placement services for disabled persons capable of entering the competitive labour market. For those persons unable to entertain this goal, meaningful sheltered employment is offered.

  - Vocational assessment services are provided by staff counsellors and by the purchase of services such as psychological, educational, workshop, and work assessments.
  - Medical restoration services may include the purchase of items needed to restore disabled persons to their optimum level of functioning (e.g., drugs, dental services, wheelchairs, artificial limbs).
  - Training services may include the purchase of training in workshops, community colleges, private trade schools, universities, and on-the-job settings.
  - Tools and equipment which enable disabled persons to start employment may be provided.
  - Assistance with transportation expenses may be provided.

Contributions are also made to vocational rehabilitation programs such as those offered by the CNIB and the Canadian Hearing Society.

In 1984-85, there were an estimated 9,991 workshop trainees and 14,900 persons served through Vocational Rehabilitation Services.

Contact	Operational Support Branch Ministry of Community and Social Services
Phone	(416) 965-4945

CHILDREN'S SERVICES

Children's services include a variety of programs for disabled children:

1. Capital Grants
2. Day Nursery Services
3. Children's Mental Health Programs
4. Developmental Services for Children (description included under "Developmental Services for Adults and Children.")

1. Capital Grants

Depending on availability, grants may be provided for the construction, acquisition or renovation of:

- Developmental Day Nurseries
- Community Mental Health Programs for emotionally disturbed children and youth
- Facilities for disabled children (as part of Developmental Services)

2. Day Nursery Services

Purpose

To provide individually planned programs and/or services for children with disabling conditions.

Eligibility

Children under 18 years of age who have been assessed as having a condition of mental impairment, a physical disability, or a developmental delay are eligible to participate.

As of September 1, 1985, school-age children with disabling conditions will be accommodated in programs provided by local schools under the Ministry of Education (Bill 82).

The day care programs and/or services over and above those sponsored by schools will continue to receive funding under the Day Nurseries Act.

Program Description

While most programs for children with disabling conditions are administered under the Child and Family Services Act, group day care programs may be provided under the Day Nurseries Act in an integrated or segregated setting. The Act also allows for the provision of services to children in the child's own home or to a child enrolled in a private-home day care or day nursery arrangement.

The Ministry of Community and Social Services may provide funding to municipalities, Indian Bands, and "approved" corporations for the establishment, operation, and maintenance of day nursery services for children with disabling conditions.

Programs and services may be eligible for cost sharing with the province in accordance with the prescribed rates as set out in the regulation.

Further information about the services and funding may be obtained through the local MCSS area office or:

Contact	Child Care Unit Program Implementation Ministry of Community and Social Services
Phone	(416) 965-3130

3. Children's Mental Health Programs

Purpose

To provide services to meet the needs of emotionally disturbed children and their families.

Eligibility

The Child and Family Services Act, Part I, authorizes the provision and funding of services for children and their families. Services are defined in the Act and may also be defined in Regulations and in ministry directives. Children's mental health programs may include services for:

- a child with a mental or psychiatric disorder and his/her family;
- children exhibiting social, emotional, and/or behavioural problems and their families.

The Act defines a child as a person under the age of 18 years, but also includes authority for the provision of services to persons over 18 years with the Minister's approval.

Program Description

The majority of children's mental health programs are provided by private, non-profit agencies, which are designated as approved agencies under the Child and Family Services Act.

These agencies provide a variety of residential and non-residential services to meet the needs of emotionally disturbed children and their families. Such services include:

- assessment
- counselling
- family therapy
- crisis intervention
- professional consultation
- day treatment
- residential care

In addition to the funded agencies, the Ministry of Community and Social Services directly operates a children's mental health centre (Thistletown Regional Centre). This functions as a regional centre offering teaching, research and evaluation, consultation services, and specialized treatment.

The ministry also funds three child and adolescent units in psychiatric hospitals located in Whitby, London, and St. Thomas.

Contact	Policy Development Ministry of Community and Social Services
Phone	(416) 965-6237

DEVELOPMENTAL SERVICES FOR ADULTS AND CHILDREN

Programs for adults and children with developmental disabilities include:

1. Schedule I Facilities
2. Community Group Homes and Resource Centres (Schedule II Facilities)
3. Sheltered Workshops, Protective, and Other Community Support Services Programs

1. Schedule I Facilities

Purpose

To ensure the provision of a full range of residential, highly specialized treatment and training programs and services for people with developmental disabilities, in ministry-operated facilities.

Eligibility

The client must be diagnosed as being developmentally disabled. In addition to this criterion, each region sets other criteria for admission in relation to each specific type of disability.

A disabled person must have exhausted all other residential alternatives before admission into a Schedule I facility will be permitted. (Admission to Surrey Place Centre in Toronto is excepted from this requirement.)

Program Description

The Ministry of Community and Social Services operates 13 large residential facilities for developmentally disabled people located throughout the province. The largest serves approximately 950 residents; the smallest has about 100. These totals include clients in facility-operated approved homes and community residences.

The term "facilities" is used to cover a range of residential settings, from the large traditional institution to a provincially operated resource centre offering a range of programs to developmentally disabled children in Metro Toronto.

A person living in a facility for developmentally disabled persons may reside in one of the following:

- On-Site Buildings, Houses, and Apartments

  A large building or complex of interconnected buildings may be divided

into "cottages", units, or wards containing between 20 and 50 beds. These units may be further subdivided by means of partitions or walls into individual rooms or semi-enclosed sections containing two to six beds. Apartments on the site of a facility are former large ward areas that have been subdivided into separate, individual living units.

- Approved Homes

  These are supervised family care homes in the community providing care to residents of a facility under an agreement with the facility.

- Facility-operated Community Residences

  These are group homes and apartments located off-site in the community but directly operated by employees of the facility.

A range of services is provided by the facility network:

- residential life: daily care, programming, and advocacy for residents by trained primary care workers known as residential counsellors or child care workers
- recreation: activities ranging from leisure counselling to therapeutic programs
- vocational: assessment, training, and placement in employment or employment-related activities ranging from sheltered workshop to competitive employment
- occupational therapy: assessment and programming in sensory and vestibular stimulation, fine motor and perceptual training, and pre-workshop activities
- physiotherapy: passive and active exercise therapy for residents who are physically disabled
- kinesiology: gross motor activities (balance, coordination, skill training) along with fitness testing and programs
- social work: advocacy and liaison with residents, staff, families, and community services, with specific attention to residents' programs and living environments
- psychology: psychological assessment, consultation, and programming
- speech and audiology/communications: assessment, consultation, and programming for communicative disorders
- physicians: general medical assessment, diagnosis, and treatment
- nursing: nursing services to infirmary areas of medical units as well as to specific resident living areas
- dentistry: dental services to residents

- psychiatry: psychiatric consultation
- pharmacy: storage and dissemination of drugs to units and/or residents

A number of highly specialized programs are provided:

- for care, treatment, and training of the blind, deaf, and multi-sensory disabled;
- for the acutely disturbed mentally ill developmentally disabled (in conjunction with the Ministry of Health);
- for the disturbed developmentally disabled.

The Ministry of Education provides special education programs for children living in the facilities. The children are either transported to local schools in the community or receive instruction from local school board teachers on the site of the facility.

The program is funded under the Developmental Services Act. In 1984-85 there were an estimated 5,438 spaces in ministry- operated facilities located across the province.

Contact	Handicapped Persons Services Section Program Support Unit Ministry of Community and Social Services
Phone	(416) 965-4945

2. Community Group Homes and Resource Centres (Schedule II Facilities)

Purpose

To provide treatment, life and work skills training, and support services, as well as recreational and social activities, for developmentally disabled people.

Eligibility

Clients must be diagnosed as being developmentally disabled. In addition, each facility sets its own admission criteria, which the ministry's area offices are required to approve.

Program Description

Schedule II facilities (also called community resource centres) provide a full range of highly specialized treatment and training programs, as well as recreational and social activities for developmentally disabled persons. The care in these facilities ranges from low-level care to a more intensive and expensive residential care. These facilities are operated by community boards under the Developmental Services Act and the Child and Family

Services Act. There are 10 Schedule II facilities providing residential services to approximately 1,000 children and adults.

Accommodation services for developmentally disabled persons are operated by approved corporations, funded under the Homes for Retarded Persons Act, the Developmental Services Act, or the Child and Family Services Act. There are 140 agencies which are funded to operate residential programs, including local associations for developmentally disabled persons and other voluntary sector sponsors. These programs provide more normal, community settings in which residents can learn life and work skills and receive training and support services.

The sponsoring agency chooses the location and makes full use of the programs offered by local recreation departments, schools, churches, libraries, and other community agencies.

There are two types of community residences operated by the voluntary agencies in this program group.

- Children's Group Homes

  58 group homes provide services to 629 severely developmentally disabled children in Ontario. The children receive training in the home in self-help, communication, and gross motor skills. The older, higher functioning children learn skills that enhance their independence, such as money management and the use of public transit. The children also attend local school board programs during the school year.

- Adult Group Homes

  237 group homes provide accommodation for 2,358 developmentally disabled adults in Ontario. Residents of group homes receive skill training both in the group home and outside. They are taught domestic skills through involvement with meal preparation, housekeeping and cleaning, and shopping. They are also taught money management using the comfort allowance they receive from the ministry.

  All group home residents are also involved in a day program through which they receive vocational and other life skills training. Most attend a workshop, although some residents are in job placement or competitive employment.

Contact	Handicapped Persons Services Section Program Support Unit Ministry of Community and Social Services
Phone	(416) 965-4945

3. Sheltered Workshops, Protective and Other Community Support Services Programs

Purpose

To assist developmentally disabled persons to maintain themselves in the community and to assist families caring for developmentally disabled children at home.

Eligibility

For sheltered workshops, the client must be diagnosed as being developmentally disabled.

For adult life skills, the client must be 18 years and over and diagnosed as developmentally disabled.

For adult protective services, the client must be 18 years and over and diagnosed as developmentally disabled.

For infant development services, the infant must be at risk of developmental delay.

For community support services, the client must be diagnosed as being developmentally disabled.

Program Description

Work and Training Programs

The province funds vocational training, assessment, and sheltered employment through the Vocational Rehabilitation Services Act. The program is under review at the present time in an attempt to improve flow-through in the system and to rationalize the assessment, work training, sheltered employment, and training-on-the-job components of the service network.
(See also - Vocational Rehabilitation Services)

Adult Development or Life Skills Programs

Adult development or life skills programs serve severely developmentally disabled persons who are not able to participate in a vocational rehabilitation or work and training program.

These programs currently help developmentally disabled adults acquire personal and social skills so that they can function as independently as possible.

Adult Protective Service Workers

In 1975, the province began to fund a network of adult protective service workers who assist independent developmentally disabled adults to maintain themselves in the community. The functions of the workers include advocacy, case management, and emotional counselling. The adult protective service workers in the province are placed for the most part in generic agencies such as family service centres, health units, and so forth.

Special Services at Home Program

The ministry's special services at home program is designed to assist families caring for their developmentally disabled children at home. The program provides grants for such support services as parent relief workers and behaviour management specialists. It also covers the purchase of such special equipment as hearing aids, educational computers, and bath lifts. In 1984/85 approximately 2,800 children were served by the program.

Infant Development Programs

Infant development programs provide a home-based training and support service for families with infants (up to two years of age) who are at risk, either due to developmental disabilities or because of environmental deprivation. Infant development workers are provided to assist families to organize and enrich the infant's sensory experiences so that development in key areas (i.e., speech, language, perceptual-motor skills, socialization, and self-concept) is encouraged. The 50 infant development programs are sponsored mainly by generic community agencies, including public health units, hospitals, community mental health centres, and community colleges.

Parent Relief Programs

There are 45 community-based parent relief programs in Ontario. These programs provide parents with an interval of relief from the ongoing responsibilities of caring for a developmentally disabled person at home.

Relief services are typically provided for both planned (e.g., vacation) or emergency (e.g., family illness or crisis) purposes and are available for periods ranging from a few hours in the day or evening to several consecutive weeks.

Models include:

- in-home programs where the service is provided directly in the client's home by special respite care workers and homemakers;

- host-family programs where families with disabled persons are matched with interested "host families" in the community, who provide relief services in their homes;
- in-centre programs located in community residences, group homes, and special respite care facilities.

Many Schedule I and II facilities also allocate beds for relief purposes.

Persons with physical disabilities may also be served through some of these programs.

Behaviour Training Programs

There are 22 behaviour training programs which provide home-based support services. Workers visit homes to demonstrate behaviour management techniques and suggest approaches appropriate to the family, so that parents and siblings may assist the developmentally disabled person to learn new skills and overcome behavioural problems. The workers may also provide consultation to teachers, employers, or group home counsellors involved in the day-to-day activities of the developmentally disabled person.

The programs operate on the mediator model whereby the parent or primary care-giver is shown how to deal with the child or adult client more effectively.

Programs are sponsored by local associations for developmentally disabled persons, facilities for developmentally disabled persons, public hospitals, municipal governments, universities, and family service associations.

Family Support Workers

Thirty-five agencies provide family support workers who assist parents/guardians of developmentally disabled people to determine what services are required and then help the parents or clients to arrange for and/or develop appropriate services.

Communications Programs

These programs provide speech and language assessments for developmentally disabled people. Assessments and consultations are followed by the development and implementation of corrective or therapeutic interventions. This may include the introduction of such communication tools as sign language, and Bliss symbolics. The programs use a mediator training model. Currently 12 such programs are operating in Ontario.

Assessment Services

Functional, educational, physical, psychological, and social assessments are conducted by professionals from a variety of disciplines to identify an individual's strengths, resources, and capabilities, as well as developmental disabilities. Assessments also suggest programs and approaches which would reduce the severity of identified disabilities.

Assessment services are funded in various settings including general hospitals, children's mental health centres, and Schedule I facilities.

Foster Care Support for Developmentally Disabled Individuals

This program provides a worker to find suitable foster families and match them with a developmentally disabled client. The worker assesses referrals to the program, recruits and trains foster parents, negotiates financial needs of the client, and provides ongoing support to the parent.

This support program is funded for the coordinating component only. Funding for the residential care component is taken from the accommodation allocation.

Supported Independent Living (SIL) in Apartments

Adults live in apartments and receive various degrees of staff assistance from the sponsoring organizations. The staff teach these adults the skills they require to live independently.

Other Community Support Services

In addition to the range of funded programs noted above, local associations for developmentally disabled persons and other community agencies provide a number of parent-to-parent and mutual support programs for families on a voluntary basis.

The number of clients served by these programs is limited. In 1984-85 the estimated number of spaces in each program was:

Work and Training (workshops)		9,600
Adult Development or Life Skills		2,469
Adult Protective Service	approx.	4,920
Special Services at Home		2,838
Infant Development	approx.	1,600
Parent Relief	approx.	1,900
Behaviour Training	approx.	900
Family Support	approx.	1,900

Communications	approx.	1,000
Assessment	approx.	1,000
Children's Foster Care		116
Triministry Program	approx.	2,066
Special Needs in Care		902
Supported Independent Living		818
Total estimated spaces		32,029

Contact: Handicapped Persons
Special Services
Program Support Unit
Ministry of Community and Social Services

Phone: (416) 965-4945

INCOME MAINTENANCE PROGRAMS

The Ministry of Community and Social Services administers four income maintenance programs:

1. GAINS-D
2. Handicapped Children's Benefit
3. Family Benefits Assistance
4. General Welfare Assistance

These income maintenance programs are designed to provide a source of income to persons in need who are unable to support themselves.

The ministry provides direct service to applicants and recipients of provincial allowances and benefits through a network of area and local offices. The GAINS-D, Handicapped Children's Benefit, and Family Benefits Assistance programs are delivered by the province. Municipalities are responsible for delivery of the General Welfare Assistance program.

A detailed account of each program appears below.

1. Guaranteed Annual Income System for the Disabled (GAINS-D)

Purpose

To assist persons in financial need as a result of a major physical or mental impairment or blindness, and persons who are permanently unemployable for medical reasons.

To assist the families of disabled children cared for at home and clients taking vocational rehabilitation training.

Eligibility

To be eligible for GAINS-D, a person must:

- be 18 years of age or older;
- be financially in need (determined through a needs test);
- be permanently unemployable or have a major physical or mental disability that both severely limits them in carrying out normal living activities and is likely to last for a long period of time.

A "Disabled" or "Blind Person" means a person who has attained the age of eighteen years, and is blind or who has a major physical or mental impairment that is likely to continue for a prolonged period of time, and who, as a result thereof, is severely limited in activities pertaining to normal living, as verified by objective medical findings accepted by the Medical

Advisory Board, and is not eligible for a pension under the Old Age Security Act.

A "Permanently Unemployable Person" means a person who is unable to engage in remunerative employment for a prolonged period of time as verified by objective medical findings accepted by the Medical Advisory Board.

Program Description

The GAINS-D program is governed by the Family Benefits Act and Regulation. It provides financial assistance and in-kind benefits as follows:

- a monthly allowance, of up to $551 for single persons without dependents, to cover basic living expenses;
- payment for the actual or anticipated costs of fuel, or a shelter subsidy, whichever is greater;
- subsidized medical and hospital insurance under OHIP;
- free prescription drugs covered under the Drug Benefit Program;
- eyeglasses and hearing aids;
- a special payment in August (back-to-school allowance) for all dependent children four years of age and over;
- basic dental care for disabled persons and dependent children;
- payment of essential approved repairs to an owner-occupied home;
- an annual Winter Clothing Benefit for each dependent child.

During 1984-85, 71,072 disabled and permanently unemployable adults were receiving a GAINS-D allowance.

Printed material describing GAINS-D is available from ministry offices.

Contact	Program Support Ministry of Community and Social Services
Phone	(416) 963-3157

2. Handicapped Children's Benefit

Purpose

To assist severely disabled children to live as normal a life as possible under parental care.

Eligibility

To be eligible for the Handicapped Children's Benefit program:

- The family must be financially eligible (determined through an income test).

- The child must be less than 18 years old and have a severe disability.
- Extraordinary costs must be present which are a direct result of the child's disability.

A family may apply to one of the local Ministry of Community and Social Services offices. If requested, the worker may help the family document their financial situation. A selection committee reviews the application and sends its recommendation to the area manager for approval.

Program Description

Established under the Family Benefits Act and Regulation, the Handicapped Children's Benefit Program provides financial assistance to parents who are caring for a disabled child at home. A monthly benefit is provided to help meet some of the ongoing extraordinary costs associated with such care.

The amount of benefit may range from a minimum of $25 to a maximum of $275 per month, and will vary depending on the size of the family, gross family income, and the types of extraordinary costs faced by the family. The average benefit is approximately $150 per month.

Examples of extraordinary costs may include:

- special clothing
- special babysitting
- parent relief
- special diet
- transportation to doctors and hospitals
- special learning/development equipment
- some extra medical expenses

In 1984-85, an estimated 3,000 families were served by the program.

Printed materials describing the program are available from ministry offices.

Contact	Program Support Ministry of Community and Social Services
Phone	(416) 963-3157

3. Family Benefits Assistance

Purpose

To provide long-term financial assistance to families and individuals who need help with living expenses.

Eligibility

To be eligible for Family Benefits Assistance, a person must:

- meet the categorical eligibility requirements determined under the Family Benefits Act and Regulation (eligibility for sole support parents with dependent children is restricted to those 16 years or more, and for disabled persons to those 18 years or more); and
- be financially in need (determined through a needs test).

Program Description

Family Benefits Assistance is governed by the Family Benefits Act and Regulation.

Services/benefits include:

- a monthly allowance for basic needs;
- free OHIP coverage;
- free prescription drugs covered under the Drug Benefit Program;
- payment for the actual or anticipated costs of fuel, or a shelter subsidy, whichever is greater;
- eyeglasses and hearing aids;
- back-to-school allowances for dependent children;
- basic dental care for dependent children and emergency dental aid for parents;
- an annual Winter Clothing Benefit for dependent children;
- payment of essential approved repairs to an owner-occupied home.

Printed materials describing the program are available from ministry offices.

Contact	Program Support Ministry of Community and Social Services
Phone	(416) 963-3157

4. General Welfare Assistance

Purpose

To provide short-term financial help to pay for necessities when an individual or family suffers temporary loss of income due to unemployment, illness, disability, or some other misfortune.

Eligibility

The applicant must be a "person in need": a person who by reason of

inability to obtain regular employment, lack of principal family provider, disability, or old age, has budgetary requirements that exceed available resources (assets and income) as determined under the General Welfare Assistance Act and Regulation.

A single employable person under 18 years of age is ineligible except in special circumstances.

Program Description

This program is governed by the General Welfare Assistance Act and Regulation. General Welfare Assistance includes:

- an allowance for basic living expenses (i.e., food, clothing, personal needs, special diets, household supplies, shelter, utilities, and nursing home care or hostel accommodation);
- free OHIP coverage;
- free prescription drugs covered under the Drug Benefit Program;
- payment for the actual or anticipated costs of fuel, or a shelter subsidy, whichever is greater.

Municipalities have discretion to cover the costs of certain extraordinary living expenses (e.g., dental services, prosthetic appliances, moving expenses) for persons "in need" (including employed persons) because of financial hardship.

Contact	Program Support Ministry of Community and Social Services
Phone	(416) 963-3157

OUTREACH '85

Purpose

To ensure that physically disabled young people obtain work experience through the Ontario government's Summer Experience program.

Eligibility

Participants must be:

- between 15 and 24 years
- physically disabled
- ready for a summer job

Ministry offices and agencies are eligible to hire a student if they can provide a meaningful work experience. The Outreach program does not require that these positions be related to an eventual career goal in social services.

Program Description

There will be 60 positions available throughout the province.

The program ensures that:

- some of the Ontario government's Summer Experience positions offered by Ministry of Community and Social Services are available to young persons who are physically disabled;
- active outreach is undertaken to make physically disabled young persons aware of the program;
- potential applicants are made aware that reasonable employment supports are provided, e.g.:
  - a special table
  - a telephone device
  - assistance at lunchtime with eating or using the washroom

Contact	Coordinator, Youth Program Human Resources Branch Ministry of Community and Social Services
Phone	(416) 965-4701

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

BUSINESS PRACTICES DIVISION

Purpose

To protect the consumer and to investigate questionable business practices.

Eligibility

Anyone may use the services provided by this division.

Programs:

Consumer Services Bureau

The Consumer Services Bureau offers an impartial mediation service which attempts to resolve disputes between consumers and business whenever possible.

Bureau staff are unable to act on a verbal complaint and thus it is ministry policy that all complaints must be in writing. In the case of disabled persons or whenever it is necessary, bureau staff will complete the complaint form for the complainant and make every effort to determine the extent of the problem from the consumer's point of view.

In very extenuating circumstances, bureau staff have been known to visit the complainant's home to obtain the necessary documentation prior to proceeding with the mediation process. There are eight bureaus across the province.

Real Estate and Business Brokers Act

As part of the qualifications for registration under the Real Estate and Business Brokers Act, all applicants must undergo a 150-hour study program and write three examinations. No disabled person is restricted from writing the examinations. A learning disabled person is given extra consideration during examination, i.e., additional time, personal review of the completed exam, and additional counselling when necessary.

Bailiffs, Collection Agencies, Consumer Reporting, Mortgage Brokers

Special consideration may be given, reviewed on an individual basis, to disabled persons in the writing of mortgage broker and collection agent examinations. There are no time restrictions for these examinations, but other factors may be considered.

Lotteries Branch

The Lotteries Branch licenses charitable organizations to operate bingos,

raffles, Monte Carlo Events, and other schemes pursuant to authorities set out in the Criminal Code.

In consideration of the special needs of disabled persons engaging in lottery events, the branch has approved certain exemptions to the usual rules to ensure that the needs and rights of disabled persons are respected by groups licensed by the branch.

- Organizations of disabled persons are permitted to enlist outside help to operate bingo games and Monte Carlo Events.
- Bingo operators may hire special buses to transport disabled persons to and from bingo games.
- Bingo operators may allow the use of braille bingo cards.
- Hearing impaired persons may be provided with reserved seating near the caller in bingo halls.

It has been the policy of the branch to intercede on behalf of disabled persons in specific instances where, in its view, disabled persons have been unfairly treated by lottery operators. On those occasions, the branch has ordered that prize awards be made to disabled persons, when, by reason of a disability, they have failed to comply exactly with certain lottery rules. These instances most often relate to "late calls" at bingo games and other such disputes.

Contact	Business Practices Division Ministry of Consumer and Commercial Relations
Phone	(416) 963-0356

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

COMPANIES BRANCH

Purpose

To provide access to the data base of corporate records placed on the public record for business corporations and non-profit corporations, and of partnerships and sole proprietorships carrying on business in Ontario.

To provide searches, certified copies of documents, and certificates of status.

To provide access to filings made of corporate securities.

Eligibility

Anyone may use the services provided by this branch.

Program Description

Over the counter incorporation of business corporations will take place within 15 minutes in the Toronto public office and at 11 designated registry offices across the province. Registrations of sole proprietorships, partnerships, business names and styles, and the filing of a number of specified documents can be done through the mail or over the counter in the Toronto public office. Issuance of letters patent and the approval of other documents for non-profit corporations is only done through the mail, although deliveries are accepted at the counter.

Fees range from $2.10 for a search to $220 for a business incorporation.

To assist disabled persons:

- public telephones are placed on the wall at a height readily accessible by the wheelchair disabled;
- microfilm viewer tables are at a height readily accessible for the wheelchair disabled;
- there are designated staff available who can communicate with hearing impaired persons using sign language.

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

CONSUMER INFORMATION CENTRE

Purpose

To provide a wide range of consumer information.

Eligibility

Anyone may use this service.

Program Description

Consumer information is available by telephone at 963-1111 (Toronto) or toll-free at 1-800-268-1142. Consumers in the 807 area code may call collect.

To assist disabled persons, information is also available:

- through the Visual Ear, a telephone device for hearing impaired persons, (TTY/TTD) (416) 963-0808;
- in Braille pamphlets or talking books for visually disabled people;
- in information sheets adapted for developmentally disabled people.

Contact	Consumer Information Centre Ministry of Consumer and Commercial Relations
Phone	(416) 963-0200

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

ELEVATING DEVICES BRANCH

Purpose

To establish rules governing the design, installation, and maintenance of elevating devices for disabled people in public places.

Eligibility

The rules must be followed by all those intending to install and use elevating equipment in public places. For private residences, the rules may be used as a guide.

Content

Under Part VII of the Elevating Devices Act, the Elevating Devices Branch administers standards and regulations governing elevating devices for disabled people. Advice on the application of the standards and regulations is available from the branch. The branch registers design submissions for new installations in public places. Installations must be by a registered contractor, and an inspection is carried out before the installation can be put into service.

To date, 450 elevating devices for disabled people have been installed. These include:

- stair chair lifts
- stair platform lifts
- open and fully enclosed lifts

The Canadian Standards Association can provide copies of its "Safety Code for Elevating Devices for the Handicapped" (CAN3-B355-M81). This standard will shortly be amended to include simplified rules for residential elevating devices for disabled people.

Copies of the Elevating Devices Act and regulations are available by mail.

Contact	Manager, Field Operations Elevating Devices Branch Ministry of Consumer and Commercial Relations
Phone	(416) 239-7361

LIQUOR CONTROL BOARD OF ONTARIO

Purpose

To control the sale and transportation of liquor, establish government liquor stores, and purchase products for sale to the public. The board also controls and supervises the marketing methods of liquor manufacturers and tests their products.

Eligibility

The sale of alcohol is restricted to persons nineteen years of age and older.

Description

The turnstiles in all self-serve stores can be adjusted to admit wheelchairs.

All recently renovated stores and all new outlets have ramps for wheelchairs.

Store managers and their staff have been advised to be conscious of people who need assistance and to give personal assistance when it is needed.

Contact	Vice-Chairman Executive Office Liquor Control Board of Ontario Ministry of Consumer and Commercial Relations
Phone	(416) 965-4915

COMMUNITY RESOURCE CENTRES (CRC)

Purpose

To provide personal development to clients with developmental, physical, or social disabilities.

Eligibility

To be eligible for placement in a CRC with a specialized program, an offender must be:

- a male
- serving time in a provincial institution
- serving a sentence of less than 2 years
- a non-dangerous offender
- physically self-sufficient
- able to function in a life skills program
- personally suited to a group-living environment
- interested in residing in a CRC

Program Description

This program provides community residential settings for men. Associated with the residential program, there is the opportunity for individuals to participate in a variety of programs and services for individual development:

- life skills training
- literacy training
- recreational and leisure programs
- seminar program with guest speakers
- financial management
- food planning and preparation and nutrition
- individual counselling
- aftercare program
- employment, vocational rehabilitation and education
- substance abuse programs
- behaviour modification

At present, the Ministry of Correctional Services provides funding for 32 CRC's, three of which have programs for developmentally disabled offenders.

- New Leaf, Queensville (up to 2 beds)
- Riverside House, Ottawa (up to 17 beds)
- Glenn Thompson House, Toronto

Glenn Thompson House provides residential space for 10 developmentally and physically disabled persons only. This CRC has a permanent chair lift

for use by residents and also uses audio-visual equipment to deliver its program.

Contact	Provincial Coordinator Residential Programs Ministry of Correctional Services
Phone	(416) 750-3475

NEEDS ASSESSMENT AND REFERRAL BY PROBATION AND PAROLE

Purpose

To respond to offenders' special needs in a positive and creative manner.

Program Description

Special needs of disabled persons are identified by probation and parole staff. If appropriate, referrals are made to community resources.

The service provides an assessment of the special needs of the offender. The offender is then referred to a suitable helping agency in the community.

Services may be contracted by individual probation and parole offices as the need arises or may be purchased on a fee-for-service basis from community-based agencies.

The ministry often refers probationers and parolees to services such as:

- Canada Employment Centre programs
- community colleges
- Vocational Rehabilitation Services (Ministry of Community and Social Services)
- institutions, group homes, and schools for mentally retarded persons
- ARC Industries
- industrial training centres
- mental health services
- Canadian Hearing Society
- literacy programs
- skills and employment training
- Youth Employment Services
- Adult Basic Education Program (Board of Education)
- drug/alcohol counselling services

- pre-employment training and work adjustment training
- vocational assessment and counselling services
- programs for developmentally disabled persons
- nutrition programs

Audio-visual materials describing this program are available from the Ministry of Correctional Services.

Contact	Community Development Unit Ministry of Correctional Services
Phone	(416) 750-3475

LONDON PROBATION PROS (FLOOR HOCKEY)

Purpose

To provide a vehicle to supervise mentally retarded offenders in accordance with the court's probation orders.

To provide an opportunity for young men to be involved in an organized athletic endeavour.

To offer a friendship base and permit development of a social network.

Eligibility

The program accepts adult males, 16 years and older, who are:

- mentally retarded
- unemployable
- on probation

Probationers who complete their orders may remain in the program and friends of probationers may be accepted into the program. Ex-incarcerates may also be accepted into this program.

Program Description

The program is operated by the London Centre Probation and Parole Office in London, Ontario. It provides an athletic team structure for mentally retarded men. Program teams represent the London community in inter-city competitions among groups of mentally retarded persons. Floor hockey activity operates from October to May. In the off-season, hiking and baseball are the primary activities.

In 1984-85, 24 people participated in the program. For 1985-86, the projected number of participants is 18.

Contact	Probation and Parole Officer Ministry of Correctional Services
Phone	(519) 679-7120

INMATE VOLUNTEER COMMUNITY SERVICES

Purpose

To reinforce inmates' positive involvement with the community.
To provide a support service to local helping agencies.

Eligibility

Inmates are carefully selected on the basis of risk factor and suitability for volunteer activity. Inmates who are not disabled may be considered for a volunteer placement.

Program Description

Inmates may be involved in activities such as:

- assisting disabled or elderly individuals in therapeutic or recreational activities;
- helping hospital patients at psychiatric hospitals;
- clearing snow or cutting grass at residences for elderly citizens;
- building wheelchair ramps;
- preparing food for blind adults' picnics;
- road cleaning and brush clearing projects with the Ministry of Transportation and Communications;
- one-shot building maintenance projects for non-profit organizations;
- refurbishing projects for rural municipalities, e.g., summer camp preparation for inter-city children;
- assisting at Olympics for disabled persons.

Contact	Provincial Coordinator Volunteer Programs Ministry of Correctional Services
Phone	(416) 750-3475

COMMUNITY SERVICE ORDER PROGRAM (CSO PROGRAM)

Purpose

To provide a positive alternative to incarceration which will directly benefit the community.

Eligibility

Participation is determined by the courts.

Program Description

Offenders are ordered by the courts to perform a number of community service hours as a condition of probation orders. After careful screening and discussion, suitable offenders are placed with community agencies providing a service to the public, where they complete their required number of hours. In many instances, agencies which provide placements for offenders serve disabled persons. This program will also, of course, accept disabled offenders to work in placements in the community.

The program offers support to agencies which provide helping services in the local community. CSO placements also give offenders the opportunity to work with disabled persons in a caring environment.

Printed materials describing the program are available from the Ministry of Correctional Services.

Contact	Provincial Coordinator Community Programs Ministry of Correctional Services
Phone	(416) 750-3475

ELEMENTARY, SECONDARY, AND SPECIAL EDUCATION PROGRAMS AND SERVICES

Purpose

To provide public education to all children and youth and to ensure that every exceptional pupil has access to educational programs and services.

Program Description

Under the Education Act the Ministry of Education and school boards share the cost and responsibility for providing elementary, secondary, and special education programs. In addition the Education Amendment Act 1980 (Bill 82) requires every school board to provide appropriate education for its exceptional pupils regardless of their exceptionalities. The less disabled receive their education in regular elementary and secondary programs with their age peers. Others may receive a more individualized special program.

Educational support services include:

- assessment services
- transportation
- teacher-aides
- individualized equipment.

Contact

Northwestern Ontario Region
Thunder Bay, Ontario
Phone: (807) 475-1581

Midnorthern Ontario Region
Sudbury, Ontario
Phone: (705) 675-4436

Northeastern Ontario Region
North Bay, Ontario
Phone: (705) 474-7210

Eastern Ontario Region
Ottawa, Ontario
Phone: (613) 225-9210

Western Ontario Region
London, Ontario
Phone: (519) 472-1440

Central Ontario Region
Willowdale, Ontario
Phone: (416) 491-0330

PERSONALIZED SPECIAL INSTRUCTIONAL EQUIPMENT GRANT

Purpose

To assist disabled pupils with learning through the provision of equipment which aids instruction and communication.

Eligibility

The need for the equipment must be verified by a clinician and an educator.

Program Description

Grants are provided to school boards for the purchase of personalized instructional equipment for disabled pupils, e.g., phonic ear, controlled reading machines, speech trainer, etc.

Printed materials describing the programs are available from the ministry's six regional offices.

Contact

Northwestern Ontario Region
Thunder Bay, Ontario
Phone: (807) 475-1581

Midnorthern Ontario Region
Sudbury, Ontario
Phone: (705) 675-4436

Northeastern Ontario Region
North Bay, Ontario
Phone: (705) 474-7210

Eastern Ontario Region
Ottawa, Ontario
Phone: (613) 225-9210

Western Ontario Region
London, Ontario
Phone: (519) 472-1440

Central Ontario Region
Willowdale, Ontario
Phone: (416) 491-0330

PROGRAMS PROVIDED BY A BOARD IN LIEU OF A PROVINCIAL SERVICE FOR DEAF, BLIND, AND DEAF-BLIND EXCEPTIONAL PUPILS

Purpose

To reimburse school boards for the cost of providing programs and services comparable to programs normally offered in provincial schools for blind and deaf pupils.

Eligibility

- The pupils must require a special education program because of a severe or profound visual or auditory disability, as certified by a legally qualified medical practitioner.
- The board programs and services must be comparable to those provided at provincial schools.
- The teachers must have the necessary qualifications to teach blind, deaf, or deaf-blind pupils.

Program Description

Under the Education Act, every school board is required to provide special education programs and services for its exceptional pupils. This requirement includes programs and services for exceptional pupils identified as visually impaired and hearing impaired. Funding for such programs and services is provided through the Act's general funding provisions.

Additional costs to the board are offset by ministry grants for special educational programs and services.

In certain circumstances, a board may wish to establish a special education program of instruction and support services to serve blind, deaf, or deaf-blind exceptional pupils (resident-internal or non-resident pupils) comparable to that provided at provincial schools.

When a school board receives the Minister's approval for a program in lieu of a provincial service, a grant will be paid to the board based on the number of teachers and the number of teacher-aides employed by the board for the provision of the program. The amounts which will be paid are specified in the General Legislative Grants regulation.

Only those teachers and teacher-aides directly employed in providing such approved programs are considered in determining the amount of grant to be paid. However, in the case of blind-deaf pupils, the Minister may approve

the grant for the employment of a teacher-aide(s) to perform the duties and functions of an intervenor for such deaf-blind pupils. Furthermore, the Minister may approve a grant for the employment of a teacher-aide who is to provide an orientation and mobility program for a blind secondary school pupil(s).

Requests for approval for grant purposes must be submitted to the Regional Director of Education annually.

Contact

Northern Ontario Region
Thunder Bay, Ontario
Phone: (807) 475-1581

Midnorthern Ontario Region
Sudbury, Ontario
Phone: (705) 675-4436

Northeastern Ontario Region
North Bay, Ontario
Phone: (705) 474-7210

Eastern Ontario Region
Ottawa, Ontario
Phone: (613) 225-9210

Western Ontario Region
London, Ontario
Phone: (519) 472-1440

Central Ontario Region
Willowdale, Ontario
Phone: (416) 491-0330

EDUCATIONAL PROGRAMS IN CRIPPLED CHILDREN'S TREATMENT CENTRES

Purpose

To ensure the continuity of education for children and youth who are unable to attend school by virtue of the need for medical care and treatment.

Eligibility

The crippled children's treatment centre must be a group J or K hospital under the Public Hospitals Act in order to establish an education program for students admitted to the facility. Pupils are admitted for medical reasons.

Program Description

There are eight facilities involved in providing this particular program in the province. The Ministry of Education program provides the financial assistance which enables treatment centres to provide education for school-aged patients. The ministry provides grants to these facilities equal to 80% of the instructional costs and 50% of all other costs (e.g., administration, physical plant, support staff).

Contact

Northwestern Ontario Region
Thunder Bay, Ontario
Phone: (807) 475-1581

Midnorthern Ontario Region
Sudbury, Ontario
Phone: (705) 675-4436

Northeastern Ontario Region
North Bay, Ontario
Phone: (705) 474-7210

Eastern Ontario Region
Ottawa, Ontario
Phone: (613) 225-9210

Western Ontario Region
London, Ontario
Phone: (519) 472-1440

Central Ontario Region
Willowdale, Ontario
Phone: (416) 491-0330

DEMONSTRATION SCHOOLS FOR LEARNING DISABILITIES

Purpose

To provide residential educational programs for children with severe learning disabilities and in-service teacher education programs in the area of educational programming for learning disabled persons.

Eligibility

Students must:

- have the right to attend school;
- have a severe learning disability, including a language learning disorder;
- need residential placement;
- have been referred by a school board Identification, Placement, and Review Committee.

Admission of candidates is determined by the Provincial Committee on Learning Disabilities.

Program Description

Ministry-funded demonstration schools have been established in Milton, Belleville, and Ottawa. During 1985-86, 120 pupils were enrolled.

Contact	Co-ordinator Demonstration Schools Provincial Schools Branch
Phone	(416) 965-2662

EDUCATION PROGRAMS IN GOVERNMENT-APPROVED CARE AND TREATMENT FACILITIES PROVIDED THROUGH AGREEMENT BETWEEN SCHOOL BOARDS AND FACILITIES

Purpose

To ensure continuity of education for children and youth who are in government-approved facilities due to the need for care and/or treatment.

Eligibility

School-aged children residing in a government-approved facility are eligible for this program.

Program Description

Education programs are available in government-approved facilities across the province. The program provides education for children while they are residing in government-approved facilities or attending for day treatment.

Contact

Northwestern Ontario Region
Thunder Bay, Ontario
Phone: (807) 475-1581

Midnorthern Ontario Region
Sudbury, Ontario
Phone: (705) 675-4436

Northeastern Ontario Region
North Bay, Ontario
Phone: (705) 474-7210

Eastern Ontario Region
Ottawa, Ontario
Phone: (613) 225-9210

Western Ontario Region
London, Ontario
Phone: (519) 472-1440

Central Ontario Region
Willowdale, Ontario
Phone: (416) 491-0330

ONTARIO SCHOOLS FOR THE DEAF

Purpose

To provide educational programs and pre-school services for deaf pupils for whom there is no local provision, and to provide resource services, teacher education, and learning materials in support of the education of deaf pupils.

Eligibility

Clients must have the right to attend school, must be educationally deaf, and must have been referred by a school board Identification, Placement, and Review Committee. Pre-school hearing impaired children are eligible from discovery of the hearing loss until they are enrolled in a board or ministry school program.

Program Description

Under Section 12 of the Education Act, the ministry operates three residential schools for deaf pupils:

- The Sir James Whitney School, Belleville
- The Ernest C. Drury School, Milton
- The Robarts School, London.

These schools serve students from all parts of Ontario. In 1985-86, 640 students attended the three schools.

In addition to providing direct services to pupils enrolled, the schools also provide pre-school home visiting services to families of hearing impaired children, resource services to school boards and agencies serving the hearing impaired, audiological services, teacher training programs for prospective teachers of the deaf, and specialized learning materials (e.g., captioned video) for use in educational programs for the hearing impaired.

Contact	Co-ordinator Schools for the Blind and Deaf Provincial Schools Branch
Phone	(416) 965-2312

ONTARIO SCHOOLS FOR THE BLIND

Purpose

To provide educational programs for blind and deaf-blind pupils and pre-school services for deaf-blind pupils for whom there is no local provision, and to provide resource services, teacher education, and learning materials in support of the education of blind and deaf-blind pupils.

Eligibility

Clients must have the right to attend school and be legally blind and use braille, or be deaf-blind and meet the admission criteria of the school. All candidates must be referred by a school board Identification, Placement, and Review Committee. Deaf-blind children are eligible for the pre-school program from the time they are diagnosed until they are enrolled in a board or ministry school program.

Program Description

Under Section 12 of the Education Act, the ministry operates the W. Ross Macdonald School in Brantford. The school provides a residential education to students who are blind or deaf-blind. In 1985-86, 235 pupils attended the school.

In addition to providing direct services to pupils enrolled, the school also provides pre-school home visiting services to families of deaf-blind children, resource services to school boards and agencies serving the blind and deaf-blind, teacher training programs, and learning materials (braille and audio tape) for use by blind students from the kindergarten to post-secondary levels.

Contact	Superintendent The W. Ross Macdonald School (Brantford)
Phone	(519) 759-0730

MINISTRY OF EDUCATION REGIONAL OFFICES

Purpose

To provide a regional point of contact for the Ministry of Education, school boards, and the public regarding policies, programs, and services provided through public education, including those for exceptional pupils.

Program Description

Ministry of Education personnel are located in six regional offices: Thunder Bay, Sudbury, North Bay, Ottawa, London, and Toronto. In each office, staff have been specifically assigned to assist with the provision of special education programs and services.

Contact

Northwestern Ontario Region
Thunder Bay, Ontario
Phone: (807) 475-1581

Midnorthern Ontario Region
Sudbury, Ontario
Phone: (705) 675-4436

Northeastern Ontario Region
North Bay, Ontario
Phone: (705) 474-7210

Eastern Ontario Region
Ottawa, Ontario
Phone: (613) 225-9210

Western Ontario Region
London, Ontario
Phone: (519) 472-1440

Central Ontario Region
Willowdale, Ontario
Phone: (416) 491-0330

PROVISION OF HEALTH SUPPORT SERVICES IN SCHOOL SETTINGS

Purpose

To ensure that no school-aged child should be denied access to education because of special health support needs during school hours.

Eligibility

The services must be requested and authorized in writing to the school principal by the parent and prescribed by the pupil's attending physician, and must be essential to the pupil's participation in the educational program during school hours.

Program Description

The Ontario government has determined that the responsibility for ensuring the provision of health support services to pupils in school settings will be shared among the Ministries of Education, Health, and Community and Social Services. Responsibility for the direct provision of these services at the local level is shared by the school boards, the Home Care Program of the Ministry of Health, and agencies operating under the Ministry of Community and Social Services. (See also - Home Care Program, page 88.)

The school boards will be responsible for the administration of oral medication where such medication has been prescribed for use during school hours. For physically disabled pupils, the school boards will provide such services as lifting and positioning, assistance with mobility, feeding and toileting, and general maintenance exercises. Boards will also continue to be responsible for necessary speech remediation, correction, and habilitation programs.

The Home Care Program of the Ministry of Health, at the request of a school board, will be responsible for assessing pupil needs, and for providing such services as injection of medication, catheterization, manual expression of the bladder, stoma care, postural drainage, suctioning, and tube feeding. The Ministry of Health will also be responsible for intensive physio/occupational and speech therapy, and for assisting school boards in the training and direction of school board staff performing certain other support services.

The Ministry of Community and Social Services will continue to be responsible for ensuring the provision of health support services in children's residential care and treatment facilities.

Contact

Parents are requested to contact the school principal. Further information may be obtained by contacting the appropriate regional office of the Ministry of Education or the Special Education Branch, Mowat Block, Queen's Park.

Northwestern Ontario Region
Thunder Bay, Ontario
Phone: (807) 475-1581

Midnorthern Ontario Region
Sudbury, Ontario
Phone: (705) 675-4436

Northeastern Ontario Region
North Bay, Ontario
Phone: (705) 474-7210

Eastern Ontario Region
Ottawa, Ontario
Phone: (613) 225-9210

Western Ontario Region
London, Ontario
Phone: (519) 472-1440

Central Ontario Region
Willowdale, Ontario
Phone: (416) 491-0330

EXPLORING THE ENVIRONMENT WITH THE HANDICAPPED

Purpose

To assist leaders of disabled groups to investigate the natural world.

Program Description

In 1979, the ministry's Communications Branch prepared *Exploring the Environment with the Handicapped*, a 264-page book, in cooperation with the Boy Scouts of Canada, the Provincial Council for Ontario, and the Scouting with the Handicapped Advisory Committee.

The book is used by the Boy Scouts of Canada in their existing programs for disabled children.

It describes some disabilities such as cerebral palsy, mental retardation, hearing impairments, and visual impairments. General suggestions for working with persons having these disabilities are made. The book also contains chapters describing education activities relating to air quality, astronomy, birds, insects, lawns, nature hikes, snow, soil, trees, water, waste, weather, and arts and crafts.

1,700 copies of the publication are currently available to the public. Copies are sold through the Ontario Government Bookstore. The current price is $3.00 per copy. Orders should be placed directly with the bookstore.

Contact	Communications Branch Ministry of the Environment
Phone	(416) 965-7117

ONTARIO GOVERNMENT INFORMATION SOURCES

The ministry provides general information about Ontario government services for disabled persons.

- Province-wide Information

  A province-wide general inquiry service is available free of charge. Listed below are local numbers to reach this service:

Toronto	(416) 965-3535
London	(519) 679-7000
Ottawa	(613) 566-2721
Sudbury	(705) 675-4574
Thunder Bay	(807) 475-1110

  From all other parts of Ontario, dial zero and ask for Zenith Ontario.

  If someone's question cannot be answered immediately, he/she will be referred to the right office or will be given a toll-free number to reach the office needed. Individuals may also contact the Citizens' Inquiry Bureau at (416) 965-3535. Collect calls are accepted.

- Central Switchboard

  The central switchboard at Queen's Park, Toronto, provides directory reading assistance for visually impaired persons. Telephone (416) 965-1211.

PUBLIC TELEPHONE DIRECTORY INFORMATION

The ministry coordinates and submits Ontario government information to Bell Canada for inclusion in the "blue pages" section of public telephone directories.

Two services are relevant to disabled persons:

- Customer Services for Special Needs Program

MGS has actively considered the problem of accessibility to information for visually impaired persons and has worked with Bell Canada and representatives of federal and municipal governments. This has resulted in the provision by Bell of oral assistance to visually impaired persons in obtaining government telephone numbers. The service is free of charge.

- Blue Pages Task Force

  The task force is continuing to work with Bell Canada to improve the readability of the blue pages.

Contact	Information Services Branch Ministry of Government Services
Phone	(416) 965-1469

OFFICE OF BARRIER FREE DESIGN

The ministry uses "Barrier Free Design" guidelines to improve access for disabled persons to Ontario government buildings. Inquiries are welcomed from government programs, disabled persons, community associations for disabled persons, and other interested parties.

Part of the Design Services Branch, the Office of Barrier Free Design provides technical advice on adapting existing buildings and designing new buildings to ensure accessibility to disabled persons. The office also keeps records of new developments in this field.

Contact	Design Services Branch Ministry of Government Services
Phone	(416) 965-2806

MINISTRY OF GOVERNMENT SERVICES

EMPLOYEE ADVISORY SERVICES

Rehabilitation Program

Purpose

The ministry provides assistance to Ontario government employees so that they will do their jobs as well as possible and enjoy a better quality of life at work and at home.

Eligibility

The program is available to those who:

- are experiencing health problems that affect their functional ability;
- have been away 15 or more consecutive working days;
- are eligible for some type of long-term disability plan.

Program Description

The program provides employees with comprehensive rehabilitation services to deal with health problems. These services include:

- counselling clients individually;
- liaising with others in order to provide effective solutions to clients' problems;
- coordinating with other ministries and organizations involved with the client.

Contact	Rehabilitation Program Ministry of Government Services
Phone	(416) 965-5161

Safety Services Program

The ministry's Safety Section coordinates a program through which special assistance is provided to disabled persons in Ontario government buildings in the event of building evacuations. Provincial government staff act as area wardens and supervisors.

Contact	Safety Supervisor Ministry of Government Services
Phone	(416) 965-0344

MINISTRY OF GOVERNMENT SERVICES

EMPLOYMENT SERVICES

Personnel Services

People with disabilities may compete for positions with the Ministry of Government Services. Successful candidates who are visually impaired have access to the following aids:

- binocular clip-on aid
- copy holder/magnifier
- voice synthesizer (computer programming)

Work Stations

On request from the Special Staffing Branch of the Civil Service Commission, MGS provides "work stations" of two to twelve weeks' duration. These provide working experience to disabled people who wish to enter the workforce.

Contact	Opportunities for Experience Program Personnel Services Branch Ministry of Government Services
Phone	(416) 965-6462

GENERAL SERVICES

The ministry funds the following services, which have significant impact on care for disabled persons.

Insured Health Services

All residents of Ontario are eligible for OHIP and the range of insured health services provided under the plan. Services include medical treatment, hospital care (acute, chronic, rehabilitation), optometry, physiotherapy, chiropractic services, and extended care and home care services.

Preventive Services

The Ministry of Health provides various services that, although not aimed directly at disabled persons, would prevent the occurrence of a disabling condition or disease. These services are:

- immunization programs (DPTP, MMR)
- prenatal education classes
- hearing screening program
- vision screening program
- development testing program
- scoliosis screening program
- newborn screening program for inborn errors of metabolism (phenylketonuria (PKU), congenital hypothyroidism (CH))
- home visits by public health nurses

Research

The Policy Analysis and Research Branch administers unsolicited research grant programs which support health research projects to evaluate aspects of Ontario's health care system. Research projects concerning disabled persons may be eligible for consideration.

The ministry's annual expenditure on this research varies, depending on the number of meritorious grant applications.

Contact	Health Information Centre Ministry of Health
Phone	(416) 965-3101

EXTENDED CARE INSURED SERVICES

Purpose

To provide assistance with the cost of nursing home care.

Eligibility

Eligibility for Extended Care Insured Services is based on the applicant having:

- a valid Ontario Health Insurance Plan number;
- medical need of a minimum of 1 1/2 hours of nursing and personal care per day;
- having resided in Ontario for 12 months preceding the date of an application completed by a physician.

Program Description

Under the Health Insurance Act, Extended Care Insured Services are available in licensed nursing homes throughout Ontario. The program provides:

- standard ward accommodation, meals, including special and therapeutic diets; and laundry, including machine washing and drying of personal clothing;
- skilled nursing and personal care given by or under the supervision of a registered nurse or registered nursing assistant under the direction of a physician;
- routine medical supplies, including wheelchairs and geriatric chairs;
- personal hygiene supplies;
- personal grooming supplies and services;
- devices, such as a catheter, colostomy, or ileostomy set ordered by a physician.

The number of clients is dependent upon the number of beds allocated throughout Ontario by the Ministry of Health. Such licensed beds are awarded to areas in the province when a need has been identified and funding is available. As of December 1, 1985, there were 331 nursing homes containing 29,668 beds. This program is based on medical eligibility. The number of residents in nursing homes who are disabled is not known.

Printed materials describing the program are available through the ministry's Communications and Information Branch. The branch is in a building that has wheelchair access, in accordance with Ontario government policy.

Contact	Nursing Homes Branch Ministry of Health
Phone	(416) 963-1038

ASSISTIVE DEVICES PROGRAM

Purpose

To assist individuals to purchase selected medically prescribed devices.

Eligibility

To be eligible for assistance, the individual:

- must fulfil the age requirements for some types of equipment;
- must be an Ontario resident;
- must obtain a prescription for the device from a medical doctor.

Program Description

As established in the Ministry of Health Act, the Assistive Devices Program will pay approximately 75 per cent of the cost of the following equipment for individuals who are 22 years of age and under on July 1, 1986:

- hearing aids
  - conventional hearing aids, individual capacity receivers, and specified accessories
- wheelchairs
  - manual and powered wheelchairs and buggies or alternatives such as scooter-type wheelchairs and hand-powered tricycles
  - selected mobility aids (e.g., canes, crutches, walkers)
- visual aids (other than eyeglasses)
  - magnifiers, telescopic systems
  - contact lens prescribed following surgery
  - variable speed tape recorders
  - closed circuit television systems
  - orientation and mobility devices
  - braillers and other sight substitution aids
- orthoses
  - braces, splints, and shoes
  - seating inserts and positioning systems
  - pressure modification devices and anti-burnscar splints
  - electric spinal orthoses
- incontinent and ostomy drainage supplies
  - ostomy supplies

- catheters
- drainage bags and other collection devices
- diapers for children over three years of age, and also for younger children when medical condition warrants supplies above the norm

- communication aids
  - amplifiers and artificial larynxes
  - voice synthesizers
  - strip printers, typewriters
  - tape recorders
  - signalling aids
  - communication boards/scanners
  - computerized augmentative aids

Beginning July 1, 1986, the Assistive Devices Program will pay approximately 75 per cent of the cost of prostheses for individuals of all ages. This would include:

- artificial limbs
- electric or myo-electric arms
- artificial eyes
- breast prostheses
- maxillo-facial prostheses

The Assistive Devices Program will pay approximately 75 per cent of the cost of respiratory equipment for persons of all ages beginning September 1, 1986. Respiratory equipment would include:

- ventilators and respirators
- apnea monitors
- percussors, drainage boards, nebulizers and compressors, etc.
- suction equipment and tracheotomy sets

Vendors who wish to participate in the Assistive Devices Program are provided with the opportunity to register with the Ministry of Health for that purpose. Registered vendors will provide assistive devices when they have received an authorization form signed by the doctor, health care professional, and the client. The client then pays the vendor 25 per cent of the bill. The Assistive Devices Program will be billed by the vendor for the remaining 75 per cent.

Printed material describing the program is available to the public. Information is also available by way of workshops and displays.

Contact	Assistive Devices Program Ministry of Health
Phone	(416) 963-1956 or Toll Free 1-800-268-6021

ONTARIO MENTAL HEALTH FOUNDATION (OMHF)

Purpose

The Foundation administers the major research grants in the province in the area of mental health.

Program Description

The OMHF was established by the Ontario Mental Health Foundation Act.

It offers:

- individual awards to graduates who wish to take up careers in mental health research;
- grants for approved research projects undertaken by investigators working in the field of mental health.

OMHF also supports teaching in departments of psychiatry in the medical faculties of Ontario universities.

Contact	Mental Health Operations Branch Ministry of Health
Phone	(416) 965-6234

PROVINCIAL PSYCHIATRIC HOSPITALS

Purpose

To provide certain essential services to persons with psychiatric problems.

Eligibility

Persons who meet the requirements in the Mental Health Act for in-patient or out-patient status are eligible to be clients of this program.

Program Description

Ten psychiatric hospitals have been established under the Mental Health Act. They are:

- Brockville Psychiatric
- Hamilton Psychiatric
- Kingston Psychiatric
- Lakehead Psychiatric
- London Psychiatric
- North Bay Psychiatric

- Penetanguishene Mental Health Centre
- Queen Street Mental Health Centre
- St. Thomas Psychiatric
- Whitby Psychiatric

The hospitals provide in-patient, out-patient, and day care services. Available programs may include:

- vocational rehabilitation
- recreational activities
- acute care
- crisis intervention
- psychogeriatric services
- occupational therapy

In 1984-85, the hospitals served 4,322 in-patients and 8,366 out-patients.

Contact	Mental Health Operations Branch Ministry of Health
Phone	(416) 965-6236

VOCATIONAL REHABILITATION PROGRAMS IN PROVINCIAL PSYCHIATRIC HOSPITALS

Purpose

To prepare adult psychiatrically disabled persons to pursue gainful employment.

Eligibility

Clients are eligible by virtue of their status as in- or out-patients as defined by the Mental Health Act and must have an identified need for the service. Individual vocational rehabilitation programs may establish additional eligibility criteria.

Program Description

These programs are established by the Mental Health Act. They are available in all ten psychiatric hospitals in Ontario. In addition to in-hospital programs, two hospitals sponsor workshops or centres:

- Kingston Psychiatric sponsors the Industrial Enterprises — Industrial Rehabilitation program.
- Queen Street Mental Health Centre sponsors the Vocational Rehabilitation Workshop, the Christie Rehabilitation Centre, and the Lakeshore Rehabilitation Centre.

The programs vary slightly from one hospital to another. They provide some or all of the following:

- life skills training (i.e., financing, hygiene, house-keeping)
- career counselling
- vocational workshops
- educational tutoring
- interpersonal skills training
- industrial workshops
- recreational activities

Research projects are conducted from time to time to evaluate ongoing rehabilitation services/programs and to respond to the changing needs of psychiatrically disabled persons.

The number of clients is limited only by the number of available beds in each hospital.

Contact: Mental Health Operations Branch
Ministry of Health

Phone: (416) 965-6236

SHORT-TERM PSYCHIATRIC BEDS IN PUBLIC HOSPITALS

Purpose

To provide short-term in-patient and out-patient psychiatric services.

Eligibility

Patients require a medical referral.

Program Description

Short-term psychiatric beds are governed by the Public Hospitals Act and the Mental Health Act.

The program provides short-term in-patient and out-patient psychiatric services in public and private hospitals.

As of March 31, 1985, there were 2,579 general short-term psychiatric beds in 68 psychiatric units in public hospitals. In addition, there are 191 short-term psychiatric beds in private hospitals, for a total of 2,770 beds.

Contact: Institutional Operations Branch
Ministry of Health

Phone: (416) 963-1137

PRIVATE PHYSIOTHERAPY PLAN

Purpose

To provide required physiotherapy services.

Eligibility

A medical referral is necessary.

Program Description

As allowed by the Health Insurance Act, Regulation 452, OHIP will cover the cost of physiotherapy services obtained from approved non-hospital facilities. Approved physiotherapy facilities may provide office and/or home treatment.

The OHIP General Guide provides a description of the plan.

Contact	Kingston OHIP Office Ministry of Health
Phone	(416) 965-5475 or (613) 548-6560

GENERAL AND SPECIAL REHABILITATION UNITS IN HOSPITALS (IN-PATIENT AND OUT-PATIENT)

Purpose

To enable an individual who has become disabled through accident or illness, or who has a birth defect, to obtain the greatest degree of physical and social activity of which he/she is capable, and to minimize the effects of residual disability.

Eligibility

The individual must have a medically identified need for rehabilitation service.

Program Description

The Public Hospitals Act provides for rehabilitation units in public hospitals. In- and out-patient services include:

- physiotherapy
- occupational therapy
- speech pathology

- social work
- nursing
- medical
- other services such as psychology and audiology

Contact: Assistive Devices Program
Ministry of Health

Phone: (416) 963-1956
or
Toll free 1-800-268-6021

CHILDREN'S TREATMENT CENTRES

Purpose

To provide training, education, rehabilitation, and guidance to physically disabled children on an out-patient basis.

Eligibility

Children must have a medical referral. The individual treatment centres may establish additional eligibility criteria.

Program Description

Children's treatment centres, established under the Public Hospitals Act, are located throughout Ontario. The centres provide a range of services which may include:

- physiotherapy
- occupational therapy
- speech pathology
- audiology

As of March 31, 1985, the program caseload was 7,695 children.

Contact: Institutional Operations Branch
Ministry of Health

Phone: (416) 963-1137

APPROVED HOMES PROGRAM

Purpose

To place psychiatric patients in a family atmosphere.

Eligibility

Eligibility is based on an assessed need under the Mental Health Act.

Program Description

Under the authority of the Mental Hospitals Act, the Approved Homes Program is a treatment program in which an essential element of therapy is the placement of a patient in a normal family atmosphere or a small-group living arrangement in accordance with his/her capacity. The program is used by patients of provincial psychiatric hospitals who require active social rehabilitation or training for a limited time (which normally does not exceed six months, but may extend up to one year for exceptional reasons).

The program is available through all provincial psychiatric hospitals with the exception of North Bay and Penetanguishene.

In 1984-85, 35 homes were licensed for 184 beds, and the projection for 1985-86 is the same. Seventy-six beds were occupied as of November 30, 1985.

Contact	Mental Health Operations Branch Ministry of Health
Phone	(416) 965-6236

HOMES FOR SPECIAL CARE PROGRAM

Purpose

To provide long-term residential care to individuals in psychiatric institutions who no longer require in-patient treatment, but who need some nursing care or custodial supervision.

Eligibility

Eligibility criteria are specified in the Homes for Special Care Act. Any person who has been a patient in an institution within the meaning of the Mental Hospitals Act, or who has been an informal patient under the Mental Hospitals Act or has been discharged under that Act, and for whom no immediate provision for care and lodging has been made, may be admitted to a home for special care as a resident.

Program Description

The program provides custodial and/or nursing care in approved homes. The Homes for Special Care Act is the primary legislation for the program, while other Acts such as the Nursing Homes Act, the Developmental Services Act, the Public Trustee Act, and the Mental Health Act have major implications for the program and its residents.

As of October 1985, the program was providing 3,806 places in nursing homes and 2,060 places in residential homes.

Contact	Mental Health Operations Branch Ministry of Health
Phone	(416) 965-6236

HOME CARE PROGRAM

The Home Care Program has three components:

1. Acute Home Care Program
2. Chronic Home Care Program
3. School Health Service Program

Home Care Program

Purpose

To provide coordinated delivery of appropriate multi- disciplinary health care services to the patient, in the home or school setting when this is deemed to be in the best interest of the patient. These services are directed at helping the patient attain and maintain the optimum achievable level of independent functioning.

1. Acute Home Care Program

Program Description

A candidate for acute home care is a person:

- who presents a need for investigation, diagnosis, or definition of treatment requirements for a known, an unknown, or a potentially serious condition;
- who is critically, acutely, or seriously ill (regardless of diagnosis) and whose vital processes may be in a precarious or unstable state; and/or
- who is in the immediate recovery phase or who is convalescing following an accident, illness or injury and who requires a planned and controlled therapeutic and educational program of comparatively short duration.

Eligibility

The eligibility criteria for acute home care are established by the Health Insurance Act, Regulation 452.

- The patient is insured under the Ontario Health Insurance Plan.
- The patient is under the medical supervision of an attending physician.
- That patient's medical condition is such that adequate treatment can be provided at home with the services available through the Home Care Program.
- The patient's needs cannot be met on an out-patient basis.
- The patient is in need of at least one of the criterion services, i.e., nursing, physiotherapy, occupational therapy or speech therapy. (Homemaking service does not qualify as a criterion service.)
- The residential environment is suitable for the provision of the required care.
- The patient's family or other appropriate persons are willing and able to participate in the program, as required.
- The patient resides in the area designated as being covered by the Home Care Program.
- The treatment is reasonably expected to result in patient progress toward established goals for rehabilitation. When progress is no longer apparent, the patient is transferred to an alternative and appropriate mode of care.

The Acute Home Care Program provides:

- professional services
  - nursing
  - physiotherapy
  - occupational therapy
  - speech therapy
  - nutritional counselling
  - medical social work
- homemaking support services to a maximum of 80 hours per admission
- drugs, dressings, and medical supplies and equipment

Services are provided in the patient's home.

2. Chronic Home Care Program

Program Description

A candidate for chronic home care is a person:

- who is chronically ill and/or has a functional disability (physical or mental);

- whose acute phase of illness is over;
- whose vital processes may or may not be stable;
- whose potential for rehabilitation may be limited; and
- who requires a range of therapeutic services and medical management. The period of time during which care is required is unpredictable but usually consists of a matter of months or years.

Eligibility

- The patient is insured under the Ontario Health Insurance Plan.
- The patient is under the medical supervision of an attending physician.
- The patient's medical condition is such that adequate treatment can be provided at home with the services available through the Home Care Program.
- The patient's needs cannot be met on an out-patient basis.
- The patient is in need of at least three visits per month of any of the criterion services, i.e., nursing, physiotherapy, occupational therapy, or speech therapy.
- The residential environment is suitable for the provision of the required care.
- The patient's family or other appropriate persons are willing and able to participate in the program, as required.
- The patient resides in the area designated as being covered by the Home Care Program.
- The treatment must be reasonably expected to result in:
  - patient progress toward established goals in rehabilitation; or
  - delay or prevention of deterioration in the patient's medical condition; or
  - delay or prevention of transfer to an alternative (institutional) mode of care.

The Chronic Home Care Program provides:

- professional services
  - nursing
  - physiotherapy
  - occupational therapy
  - speech therapy
  - nutritional counselling
  - medical social work
- homemaking support services to a maximum of 80 hours for the first month and 40 hours each subsequent month.
- drugs, dressings, and medical supplies and equipment

Services are provided in the patient's home.

3. School Health Service Program

Purpose

School Health Services Program is available to students with special health care needs in the school setting to fill existing gaps so that the student's education will not be unduly interrupted by the need to receive health care services.

Program Description

In September 1984, the Home Care Program's mandate was expanded to allow services to be provided in the school setting with full implementation expected by September 1, 1985, in compliance with the Education Act, 1980.

Eligibility

Services are available upon medical referral. Staff from Local Home Care Programs work closely with Boards of Education, parents, and other relevant health and social service agencies to individually assess each referred child and to develop an appropriate plan of care.

The plan may include the following services in the school setting:

- visiting nursing
- physiotherapy
- occupational therapy
- speech therapy
- nutritional counselling

In addition to providing treatment to the students, the visiting health care professionals may teach the treatment programs to school personnel or the children themselves when appropriate.

Activities

In 1984-85, approximately 12 per cent of the total admissions to the Home Care Program, or 18,162 patients, were disabled. (To determine the number of disabled persons, the following diagnostic categories were used: diabetes mellitus, cystic fibrosis, blindness, nephritis, nephrotic syndrome, nephrosis, congenital anomalies, central nervous system hereditary and degenerative diseases, Parkinson's disease, multiple sclerosis, muscular dystrophy, epilepsy, mental retardation, mental disorders, and amputations of the extremities.)

Material describing the Home Care Program is available to the public in both printed and audio-visual form. (See also page 67 Provision of Health Support Services In School Settings).

Contact	Community Health Programs Branch Ministry of Health
Phone	(416) 963-1364

COMMUNITY MENTAL HEALTH SERVICES PROGRAM

Purpose

- To reduce the frequency and duration of admission or readmission to psychiatric facilities.
- To reduce the incidence of mental disorders in high-risk groups.

Eligibility

The eligibility criteria vary across the 360 individual Community Mental Health Services programs.

Program Description

Community Mental Health Services are governed by the Ministry of Health Act. The ministry funds programs which provide community-based treatment and support services for persons who are suffering or recovering from a mental disorder or who are at risk of becoming mentally disordered. Services include:

- prevention
- self-help
- treatment coordination
- psychogeriatrics
- housing
- vocational and social rehabilitation services

Some programs provide addiction specific detoxification, assessment/referral, and treatment services.

A directory of Community Mental Health Services programs is available from the ministry.

The individual Community Mental Health Services programs produce pamphlets and brochures describing their service to the public.

Contact	Mental Health Operations Branch Ministry of Health
Phone	(416) 963-2757

PERINATAL/NEONATAL INTENSIVE CARE UNITS

Purpose

To prevent or reduce perinatal mortality and morbidity, including premature birth and associated disabling conditions.

To provide specialized services in specific centres for high-risk mothers and infants.

Eligibility

The program is available to mothers or infants who are considered "high risk" according to medical criteria.

Program Description

The program provides specialized hospital care in:

- obstetrics
- neonatology
- perinatology
- nursing
- support services

Contact	Public Health Branch Ministry of Health
Phone	(416) 963-2234

SURVEILLANCE OF CONGENITAL ANOMALIES IN ONTARIO

Purpose

To monitor the incidence of 84 groups of congenital anomalies by month of birth, by quarter, and by county, region, and province.

Program Description

Data is collected on the number, rate, and incidence of anomalies in the newborn and infant population in Ontario.

Contact	Public Health Branch Ministry of Health
Phone	(416) 963-2234

SOCIALLY ASSISTED RENTAL HOUSING PROGRAMS

Purpose

To provide rent-geared-to-income housing accommodation for low-income families, senior citizens, and physically, developmentally, and psychiatrically disabled persons. Rent is based on household income, rather than on the size or type of housing.

Eligibility Criteria

Physically disabled persons of any age are eligible to apply for subsidized housing, provided they are able to live independently.

As well, developmentally disabled persons of any age are eligible for subsidized housing. Such persons must, however, be capable of independent living based on the assessment of a professional agency.

Applicants must be Canadian citizens or landed immigrants. Visitors to Canada or persons without legal status are not considered.

In addition to these basic eligibility requirements, applicants should fulfil certain conditions in order to be considered for rent-geared-to-income accommodation.

- Applicants must have resided in Ontario continuously for the previous 12 months.
- Former tenants of local housing authorities who have outstanding rent arrears can be considered only if the arrears are paid in full.
- Applications will be considered from former tenants where one spouse is an LHA resident only after a divorce has been granted and custody of the children has been determined. Other eligibility criteria must be met, e.g. at least one dependent child.

Program Description

Mandated under several pieces of legislation (the National Housing Act, the Housing Development Act, the Ontario Housing Corporation Act, and the Ministry of Housing Act), Ontario Housing Corporation (OHC) administers such programs as:

- Non-Profit Housing Program
- Ontario Community Housing Assistance Program
- Rent Supplement Program
- Federal-Provincial Senior Citizen Rural Housing Program
- Convert-to-Rent
- Ontario Home Renewal Program

Local housing authorities are responsible for the day-to-day operations of Ontario Housing Corporation units. While disabled persons are one of the eligible client groups, the number of disabled tenants is limited. Up to 5 per cent of the units in each housing project may be allocated or made suitable for occupancy by disabled persons.

Contact: Ontario Housing Corporation
Ministry of Housing

Phone: (416) 585-6430

OHC Regional Housing
Programs Offices

55 Hess St. South, Penthouse
Hamilton, Ontario L8P 4R8
(416) 521-7500
If long distance, ask Operator for
Zenith 20450

275 Dundas St., Suite 1101
London, Ontario N6B 3L1
(519) 679-7110
If long distance, dial toll-free
1-800-265-4733

1150 Morrison Drive., 2nd Floor
Ottawa, Ontario K2H 8S9
(613) 820-8305
If long distance, dial toll-free
1-800-267-6108

1191 Lansing Ave.
Sudbury, Ontario P3A 4C4
(705) 560-6350
If long distance, dial toll-free
1-800-461-1190

435 James St. South
Thunder Bay, Ontario P7C 5G6
(807) 475-1465
If long distance, dial toll-free
1-800-465-5015

47 Sheppard Ave. East, Suite 514
Toronto, Ontario M2N 2Z8
(416) 224-7639
If long distance, ask Operator for
Zenith 20450

ONTARIO HOME RENEWAL PROGRAM

Purpose

- To help homeowners conserve and improve existing homes.
- To help physically disabled homeowners or homeowners with physically disabled relatives living with them to make modifications while upgrading their homes.

Eligibility

A system of loans (repayable and forgivable) to pay for the property rehabilitation is available to individuals whose "adjusted family income" does not exceed $19,000.

"Adjusted family income" means the aggregate gross annual income from all sources of the principal wage earner of a family and his/her spouse after deducting the following:

- earnings of the spouse up to $1,000;
- $300 for each dependent child;
- the first $1,000 of earnings of a one-parent family;
- living-out or travelling expenses of the principal wage earner of a family and his/her spouse, but not including living-out or travelling expenses for which there is reimbursement by the employer or travelling expenses to and from the place of employment;
- in the case of self-employment of the principal wage-earner of a family or his/her spouse, the expenses which are:
  - incurred in the earning of income;
  - permitted deductions under the Income Tax Act (Canada).

In order to qualify, dwelling units occupied by physically disabled residents must be below minimum housing standards established by municipalities. Other program criteria, such as maximum annual qualifying income, apply. Areas that could be altered during upgrading work include stairs, doors, bathrooms, kitchens, and windows.

A physically disabled person is defined as one with a permanent, major disability. Medical evidence must be produced to verify the condition.

Eligibility is confirmed upon an inspection of the home and an income analysis.

Program Description

The program is mandated by the Housing Development Act and is administered by the municipalities.

The owner secures estimates from two or more contractors and applies to the municipality for a loan. If the estimates are satisfactory, and the applicant meets the eligibility requirements, the municipality will approve the loan. The owner then awards contracts and proceeds with the work. The municipality will advance funds for payment as the work proceeds and will carry out periodic inspections of the work.

The maximum amount of the loan (repayable plus forgivable) is $7,500. The municipality may decide on the combination of forgivable loan and repayable loan. However, the maximum amount that may be forgiven is geared to the family income and cannot exceed $4,000. The forgivable portion is earned by continued ownership and occupancy for a period of time depending on the amount of the forgivable portion.

Repayment of the loan, excluding the forgivable portion, will commence after completion as advised by the municipality. Payments are to be made on a monthly basis.

Physically disabled homeowners, or homeowners with physically disabled relatives residing permanently with them, may qualify for loans of up to $9,500. This special maximum loan recognizes the extra costs involved in alterations that make homes more accessible, inside and outside.

Printed materials describing the program are available from the ministry.

The program is administered by local municipalities, and inquiries and applications should be directed to the municipal office, not to the Ministry of Housing.

Contact

OHC Regional Housing
Programs Offices

55 Hess St. South, Penthouse
Hamilton, Ontario L8P 4R8
(416) 521-7500
If long distance, ask Operator for
Zenith 20450

275 Dundas St., Suite 1101
London, Ontario N6B 3L1
(519) 679-7110
If long distance, dial toll-free
1-800-265-4733

1150 Morrison Drive., 2nd Floor
Ottawa, Ontario K2H 8S9
(613) 820-8305
If long distance, dial toll-free
1-800-267-6108

1191 Lansing Ave.
Sudbury, Ontario P3A 4C4
(705) 560-6350
If long distance, dial toll-free
1-800-461-1190

435 James St. South
Thunder Bay, Ontario P7C 5G6
(807) 475-1465
If long distance, dial toll-free
1-800-465-5015

47 Sheppard Ave. East, Suite 514
Toronto, Ontario M2N 2Z8
(416) 224-7639
If long distance, ask Operator for
Zenith 20450

WORKERS' COMPENSATION BOARD

Purpose

- To provide adequate income maintenance to workers sustaining or affected by work-related injuries.
- To provide medical and vocational rehabilitation services to assist injured people to return to the active work force.
- To help revise or formulate new policy objectives.
- To prevent work-related accidents through province-wide safety education.
- To manage and administer funds and activities in accordance with defined service levels.

Eligibility

A worker is entitled to benefits when he/she is accidentally injured in the course of his/her employment.

Program Description

The following benefits are available under the Workers' Compensation Act (effective Jan. 1, 1986).

- Compensation for Temporary Total Disability

A worker receives 90 per cent of net average earnings as long as temporary total disability continues. Net average earnings are determined by deducting probable income tax, Canada Pension Plan premiums, and unemployment insurance premiums payable by the worker from gross income. Annual gross earnings are covered up to a maximum of $32,100.

Minimum temporary total disability benefits are $11,212 per year or actual net average earnings, if they are less than that amount.

- Compensation for Permanent Total Disability

A worker receives 90 per cent of net average earnings (annual gross earnings covered up to a maximum of $32,100).

Minimum compensation for permanent total disability is $11,212 per year.

- Compensation to Families of Fatally Injured Workers

Payments are made:

– for necessary funeral expenses (minimum $1,525);

- to a dependent spouse: a lump sum based on the spouse's age (maximum $61,020, minimum $20,340) plus periodic payments based on the deceased worker's income and the presence or absence of dependents;
- to dependent children (where there is no surviving spouse): a lump sum of $40,680 plus periodic payments based on deceased worker's income and the number of children;
- to other dependents (when the deceased worker is not survived by a spouse or children): compensation according to their loss, to a maximum of 50 per cent of the deceased worker's net average earnings. Compensation to dependents is payable only as long as the worker could have been reasonably expected to support these dependents.

- Medical Services

These include advice to treating agencies, control of treatment, and special treatment facilities.

- Health Care Benefits

Payment of accounts to treating agencies, physicians, and chiropractors, payment of hospitalization costs, refunds for drugs purchased, and clothing allowances are covered under these benefits.

- Vocational Rehabilitation Services

These services include counselling and job training to help injured workers re-establish themselves.

There is no limit on the number of clients served by this program.

In 1984, 364,921 claims (lost time and no lost time) were accepted. The system is funded solely by employers of the province who pay assessment according to their rate classification.

The board also supports financially nine Ontario safety associations. The objective of these associations is to prevent industrial accidents and diseases through safety education.

Contact	Corporate Executive Workers' Compensation Board
Phone	(416) 927-4006

WORKERS' COMPENSATION BOARD VOCATIONAL REHABILITATION PROGRAM

Purpose

- To restore the injured worker's earning capacity by providing modern, effective, and efficient vocational rehabilitation services designed to facilitate an early return to work and the community.
- To provide the same counselling and vocational assistance to surviving spouses.

Eligibility

Vocational rehabilitation services are extended to workers receiving compensation benefits under the following conditions:

- A compensable permanent disability prevents a return to the worker's former occupation.
- The worker has a temporary partial disability, and is cooperating in a medical and/or vocational rehabilitation process and actively seeking employment.
- A compensable condition limits activity to part-time employment.
- An industrial disease requires a change in employment and the disease is not included or identified within "The Special Rehabilitation Assistance Program to Remove Employees from the Hazards of Industrially Generated Diseases".
- Usual employment could cause a recurrence or aggravation of the compensable condition.
- A compensable disability accompanies a non-compensable disability, providing the non-compensable factor is not the only barrier to rehabilitation.
- Following successful rehabilitation, redundancy of either skill or employment requires further vocational rehabilitation assistance to locate suitable alternative employment.
- The worker resides in another province but receives benefits under the Workers' Compensation Act of Ontario. (Vocational rehabilitation service is normally provided by boards and commissions in the province of residence in keeping with inter-provincial understanding.)

Exceptions to the preceding eligibility criteria are considered on an individual basis.

Vocational rehabilitation services may be extended to a surviving spouse who is entitled to compensation under sections 36 or 45 (II), in the same manner as would be provided to a worker under section 54.

Program Description

Under the Workers' Compensation Act, vocational rehabilitation services available to injured workers and surviving spouses include the following:

- Pre-Vocational Services
  - supportive counselling
  - social counselling
  - financial counselling

- Evaluation Services
  - vocational evaluation
  - physical appraisal
  - situational assessment
  - on-the-job assessment

- Placement and Training Services
  - work adjustment
  - job location
  - academic and skill training
  - training-on-the job
  - selective job placement

- Other Services
  - worksite analysis
  - rehabilitation aids
  - workplace modifications

The number of injured workers in the program is open-ended and all costs are funded by employers.

Printed materials are available to the public.

Contact	Vocational Rehabilitation Division Workers' Compensation Board
Phone	(416) 927-4186

WORKERS' COMPENSATION BOARD EMPLOYMENT EQUITY FOR INDIVIDUALS WITH DISABILITIES PROGRAM

Purpose

To ensure equal employment opportunities for individuals with disabilities within the Workers' Compensation Board.

Eligibility

The program is open to any individual who has a disability as defined by the Ontario Human Rights Code.

Program Description

This program was initiated following the International Year of Disabled Persons (1981).

The program contains services to:

- develop and administer an outreach employment program to facilitate and monitor employment of disabled persons;
- provide consultation to prospective employers on their ability to accommodate disabled employees;
- provide counselling related to:
  - coping with the work environment
  - human rights for disabled persons
  - on-the-job harrassment related to a disability
  - career counselling
- identify and participate in the writing of policy as required;
- monitor the enforcement of the Equal Opportunity for the Handicapped policy to ensure that disabled people have equal employment opportunities;
- buy technical aids which will help disabled employees to do their jobs;
- provide vocational rehabilitation for disabled employees who are no longer able to perform their regular job duties, through a Special Placement Program;
- investigate office accessibility and make recommendations for improvements.

Because the program serves employees of the Workers' Compensation Board, printed descriptive material is not available to the public. Information regarding these services is available to all employees of the board.

Contact	Employment Equity Program Workers' Compensation Board
Phone	(416) 927-3748

HANDICAPPED EMPLOYMENT PROGRAM

Purpose

To maximize employment opportunities in the private sector for individuals with disabilities, by reducing systemic, attitudinal, and physical barriers to employment, with emphasis on multi-sectoral involvement.

Eligibility

The program serves employers, organized labour, health professionals, educators, disabled persons, communities, and government/service agencies.

Program Description

The Handicapped Employment Program provides employer consulting services and information services. Its activities include community development initiatives, support to research and policy development, and participation in interministerial initiatives.

- Employers

  HEP consultants have worked with over 200 employers across the province. Several thousand other employers have received program materials and/or assistance by telephone. The consultants have also facilitated workshops sponsored by personnel associations and other community organizations.

- Communities

  HEP has been involved in projects in over 30 communities across the province. It has worked with 15 of these communities in projects designed to coordinate community-based support to employers developing programs. HEP has provided grants to community councils and planning committees and uses job-creation programs to support various conferences and workshops.

- Resource Centre

  HEP provides information services to representatives of all sectors which impact on employment. These include employers, disabled persons, organized labour, educators, health and rehabilitation professionals, and social service and government agencies. Two display units attended by information officers from the program are available for events across the province.

  The Resource Centre is open to the public and is accessible to persons with mobility difficulties. Printed materials describing the HEP program

are available from the centre. Some materials are available on tape for visually impaired or print-handicapped individuals.

- Outreach Initiatives

  Outreach initiatives have occurred with employers, organized labour, disabled consumers and self-help groups, health and rehabilitation professionals, and educators. Examples of such outreach include:

  - providing support to the Ontario Federation of Labour and Labour Councils in the development and facilitation of workshops for their members;
  - joint sponsorship (with Persons United for Self-Help in Ontario and the Ontario Women's Directorate) of a Think-Tank on Women with Disabilities in Employment held in June 1985;
  - support to the Shared Perspectives Interest Group (a group of Toronto-based health professionals) in the development and publication of a handbook entitled *Focus on Employment: Resources for Professionals Working with People with Disabilities;*
  - advising educators on initiatives to increase the employment competitiveness of people with disabilities e.g., advice to boards of education developing cooperative programs regarding field work placements for students with disabilities;
  - use of job-creation programs, such as Summer Experience and Futures, to support projects across Ontario on issues related to employment opportunities for disabled persons.

- Research

  HEP sponsors research concerning hidden barriers of a systemic nature, such as a lack of coordinated job placement services, and medical barriers in the form of inappropriate fitness-for-work assessments.

Contact	Handicapped Employment Program Ministry of Labour
Phone	(416) 965-2321

ONTARIO HUMAN RIGHTS COMMISSION

The Human Rights Code provides that every person has a right to freedom from discrimination

in the areas of:

- services, goods, and facilities
- the occupancy of accommodation
- contracts
- employment
- membership in vocational associations and trade unions

on the grounds of:

- race
- ancestry
- place of origin
- colour
- ethnic origin
- citizenship
- creed
- sex
- handicap
- age (18 to 65 years in employment; 18 years and over in the other areas)
- marital status (includes cohabitation, widowhood, separation)
- family status (parent-child relationship)
- the receipt of public assistance (in accommodation only)
- record of offences (provincial offences, pardoned federal offences — in employment only)

The code forbids harassment because of any of the prohibited grounds, including race and sex, in accommodation and employment. Harassment is defined as a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome. As well, the code prohibits unwanted sexual solicitations or advances made by a person in a position to confer, grant or deny a benefit because an advance has been refused.

There are some exceptions contained in the code, and not all the grounds of discrimination are forbidden in every area.

Any person who believes he/she has been discriminated against or harassed because of any of the prohibited grounds may file a complaint with the Ontario Human Rights Commission.

Program Description

The Ontario Human Rights Commission has two main functions:

- to administer the Ontario Human Rights Code;

- to work to prevent discrimination and to promote harmonious race relations through mediation, education, and consultation.

Ontario Human Rights Code

Complaints filed with the commission are investigated by human rights officers. After investigating all sides of a complaint, the officers bring both parties together to discuss the situation and help them to resolve the problem.

However, if settlement is not possible, the commission may request the Minister of Labour to appoint a board of inquiry. The board holds public hearings, takes evidence under oath from witnesses, and makes a decision as to whether discrimination or harassment has taken place. If the board decides that it did, it may order the person who discriminated to make amends in various ways, which can involve the job or service that was denied, as well as financial compensation for monetary losses and mental anguish incurred because of discrimination.

Provisions of the code address concerns that persons with disabilities have been denied employment opportunities because of traditional prejudices respecting handicap and lack of knowledge of the capabilities and potential of disabled persons. In particular, it has been the commission's experience that qualified applicants have been excluded from jobs without a determination being made as to whether the individual is able to perform the essential job functions.

Under the code, questions about illness, injury, or medical history, in the past or in the present, may not be asked on an application form or at any stage prior to the interview. Employers may raise questions regarding the extent of an applicant's handicap, as it affects his/her ability to do the job, only during a personal interview.

Similarly, an employer may require an applicant to undergo a job-related medical examination either during or after the interview process, but not before, and such medicals should be job-related and apply to all applicants. In addition, the results of the medical examinations should be used only to determine the person's ability to perform the essential duties of the employment.

Handicapped individuals have also used the code to lodge complaints against insurance companies. An individual with a handicap has an equal right to contract for insurance unless the insurance company can prove that that particular person is at substantial risk with respect to accident or injury because of his/her specific handicap. Complainants who have alleged that they were refused insurance coverage because their handicaps are believed to place them at risk have met with considerable success. Resolution of these complaints has resulted in mentally and physically disabled applicants being assessed on their individual merit, rather than on group characteristics.

The emphasis of Ontario human rights legislation has been on voluntary compliance and a conciliatory approach. Cases of discrimination because of handicap throughout the province are handled by the regional staff of the commission who receive specialist guidance through an administrative arrangement established in response to the unique and complex features of complaints based on handicap. Professional expertise is often necessary to assist the commission in making decisions as to what constitutes the essential duties of a job on one hand, and the individual's ability to perform them, on the other. Other complex cases requiring expertise include those involving novel tests of jurisdiction and complaints in which the validity of employment tests and other screening procedures are at issue.

Prevention of Discrimination

The commission provides an educational and consultative service on a province-wide basis for business, industry, unions, vocational associations, educational systems, government agencies, and voluntary religious associations.

The commission staff assist employers in understanding the provisions of the code by reviewing pre-employment screening measures, such as advertising, application form review, and pre-employment medicals. In addition, employers are assisted in developing appropriate measures to determine the essential duties and requirements of specific jobs as these relate to the individual's ability to perform them. Educating employers about recruitment strategies that will apprise handicapped individuals and their representative organizations of employment opportunities is another important responsibility.

Commission staff conduct seminars for supervisors and managers within the Ministries of Labour and Community and Social Services and the Workers' Compensation Board, in order to increase their awareness of the provisions of the code relating to handicap.

In-house seminars are conducted with associations for handicapped people and social service agencies. The Ontario Association for the Mentally Retarded, the CNIB, Persons United for Self-Help (PUSH), and BOOST among others have participated actively in assisting the commission to deal with formal complaints. Lawyers from the Advocacy Resource Centre for the Handicapped (ARCH) have frequently represented complainants during fact-finding conferences and conciliation. The Canadian Hearing Society has provided interpreters for complainants who have hearing impairments, and has tested complainants' hearing ability in light of the essential duties and safety factors of particular jobs. Epilepsy Ontario and its member branches have provided the commission with information on epilepsy and the factors which may or may not pose a risk to the worker, co-workers, or members of the public.

Discussions are held with consultants on architectural or environmental barriers. Consultations with occupational therapists explore areas such as

functional capacity assessments and medical reviews to determine the job performance ability and potential of individual complainants.

Contact Ontario Human Rights Commission
Ministry of Labour

Phone (416) 965-6841

OCCUPATIONAL HEALTH AND SAFETY DIVISION

The Occupational Health and Safety Act applies to all workers and work places in the province of Ontario with a few exceptions. A patient who participates in a work or rehabilitation program in a psychiatric institution, mental health or retardation centre or home, or rehabilitation facility is not a worker under the Act. However, the Occupational Health and Safety Division inspects these work places since workers, as defined, are those employed. The legislation covers:

- the general application of the Act;
- the establishment of joint labour and management health and safety committees;
- the appointment of health and safety representatives;
- the responsibilities of employers, supervisors, workers, and suppliers with regard to occupational health and safety;
- the control of the exposure of workers to toxic substances;
- refusals to work where health or safety is in danger;
- the prohibition of reprisals;
- notification of accidents.

Additional information may be obtained from the head offices of the following branches of the Ministry of Labour's Occupational Health and Safety Division:

Industrial Health and Safety Branch
(416) 965-4125

Construction Health and Safety Branch
(416) 965-7161

Mining Health and Safety Branch
(416) 965-1328

OFFICE OF THE WORKER ADVISER

The Office of the Worker Adviser (OWA) is available to all claimants for benefits under the Workers' Compensation Act for advice and representation in pursuing their claims under the Act.

The OWA represents injured workers at all decision-making and appeal levels of the Ontario workers' compensation system, including the new Workers' Compensation Appeals Tribunal. Established on October 1, 1985, the OWA has a head office in Toronto, with satellite offices in East and West-end Toronto, plus regional offices in Windsor, London, Kitchener, Hamilton, Ottawa, Sudbury and Thunder Bay. Services are available in both English and French, as well as a number of other languages.

Contact	Office of the Worker Adviser Suite 509 434 University Avenue Toronto, Ontario M7A 1T7
Phone	(416) 965-8570

MINISTER RESPONSIBLE FOR DISABLED PERSONS

SECRETARIAT FOR DISABLED PERSONS

The Secretariat for Disabled Persons acts as a focal point between the government and disabled persons to promote an awareness of the government's programs and to encourage responsiveness of the policy process to the needs of disabled people.

The secretariat carries out a variety of activities.

- Information/Public Inquiry

The secretariat:

- acts as a central information source to the general public on government policies, programs, and services for disabled persons and their families;
- assists individuals with specific inquiries;
- publishes a brochure "Guide to Ontario Government Programs and Services for Disabled Persons".
  The guide is published annually and describes the provincial programs available to assist disabled persons and their families. A very brief description of each service is provided along with contacts to obtain further information.
- publishes, in cooperation with the Ministry of Transportation and Communications, a "Guide for Disabled Drivers in Ontario." This pamphlet provides information to disabled drivers on the licence plate program, choice of appropriate equipment, where to buy equipment, where to obtain instruction, and facts about tax rebates.

- Policy Development/Coordination/Review

The secretariat:

- promotes the development of coordinated policies within government on issues affecting individuals with disabilities;
- encourages other ministries to consider the impact of their policies and programs on disabled persons;
- reviews and comments on draft legislation and policy submissions which relate to the concerns of disabled persons;
- consults with ministries, associated government agencies, boards and commissions, the voluntary sector, and the disabled community on matters relating to the concerns of disabled persons;
- transmits this information to other ministries to assist in their policy development processes;

- produces policy/position papers on lay areas of concern;
- acts as a general resource for information and policy formulation both within and outside of government.

- Promotion/Awareness

The secretariat:

- identifies opportunities of a corporate nature to promote the public's awareness of programs and needs;
- coordinates the implementation of the provincial group home policy;
- sponsors Family Month;
- sponsors the Premier's Awards for Accessibility – an architectural awards program for barrier-free design in residential and non-residential buildings. The annual awards are designed to stimulate awareness of the needs for buildings which are barrier-free in design and to honour those individuals who have successfully incorporated these features in projects.

Contact	Provincial Coordinator Secretariat for Disabled Persons
Phone	(416) 965-3165 (Voice/TDD)

MINISTER RESPONSIBLE FOR DISABLED PERSONS

ONTARIO ADVISORY COUNCIL ON THE PHYSICALLY HANDICAPPED

Purpose

- To advise the Minister Responsible for Disabled Persons on matters pertaining to physically disabled persons in our society.
- To identify and study issues of concern to physically disabled persons and, on the basis of the knowledge and experience of council members, to recommend action where appropriate.
- To promote opportunities for self-help for physically disabled persons in the context of the family and community.
- To review programs and policies affecting physically disabled persons.
- To respond to requests from the Minister Responsible for Disabled Persons for advice on specific issues.
- To submit to the Government of Ontario, through the Minister Responsible for Disabled Persons, an annual report outlining the council's activities and achievements.

The Ontario Advisory Council on the Physically Handicapped was established on February 5, 1975 by an Order-in-Council approved by Her Honour the Lieutenant-Governor of Ontario. The council consists of a chairman, three vice-chairmen, and 13 members, who are drawn from across the province.

Contact	Executive Officer Ontario Advisory Council on the Physically Handicapped
Phone	(416) 965-9537

PARKING AND TRAFFIC PRIVILEGES IN MUNICIPALITIES

Purpose

To provide parking and traffic privileges for disabled persons.

Program Description

Provisions of the Municipal Act enable municipal councils to issue permits which confer parking and traffic privileges for disabled persons and also provide for parking lot owners to set aside spaces for vehicles identified by permits.

In 1983, the Legislature approved two amendments to section 210, paragraph 119 of the Municipal Act which expanded the scope of the permissive municipal role.

Municipalities are entitled to recognize permits, markers, and other devices issued by other jurisdictions for the purposes of conferring upon travelling disabled drivers or passengers the privileges available to local residents who have disabilities.

Municipalities must recognize the provincial disabled symbol plate as equivalent to municipal permits and confirm the same benefits available to permit holders under local by-laws.

On July 8, 1983, the Minister of Municipal Affairs wrote to heads of municipal councils urging those municipalities which did not have in place a parking program for disabled persons to institute a permit system and pass the appropriate by-laws. Guidelines for local disabled parking programs are contained in a Ministry of Transportation and Communications paper distributed to all municipalities in the fall of 1982.

Contact	Local Government Organization Ministry of Municipal Affairs
Phone	(416) 585-7263

ONTARIO PROVINCIAL PARKS RESERVATION, RATES AND DATES BROCHURE, AND PARKS INFORMATION SERVICES

This service provides up-to-date information on provincial park rates, operating dates, and user facilities to help prospective visitors decide which parks to visit. It also permits them to make telephone reservations for subsequent camping visits.

An information brochure indicates which parks contain comfort stations that are accessible to persons with mobility difficulties.

Printed material describing this service is available to the public.

Contact Communications Services
Ministry of Natural Resources

Phone (416) 965-3081

FACILITY DESIGN FOR THE HANDICAPPED

Facility Design for the Handicapped is an internal reference document given to each local ministry office throughout Ontario. It provides technical information to ministry staff regarding the construction of provincial park facilities that are accessible to disabled persons. The manual also contains building construction guidelines with regard to accessibility standards.

For example, picnic tables that may be easily used by disabled persons are now being constructed under the supervision of the Ministry of Correctional Services. The new tables have cantilevered ends that are free of obstructions beneath the table tops. Beginning in 1985, these tables are being phased in to replace worn-out tables in Ontario's provincial parks.

Contact Parks and Recreation
Ministry of Natural Resources

Phone (416) 965-2745

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

COMMUNITY RELATIONS BRANCH

This branch has a network of 30 offices, located in communities throughout Northern Ontario that provide a central source of information and assistance for individuals dealing with the provincial government. Staff of this branch assist the public in northern communities to solve their problems with government and gain access to programs and services. They are also responsible for delivering selected government programs and services on behalf of other ministries and the Ministry of Northern Development and Mines.

The nearest Community Relations Branch office can be reached from outlying communities without charge throughout Northern Ontario by dialing the operator and asking for Zenith 33160.

Contact

Coordinator, Interministerial
and Customer Services
Ministry of Northern Development and Mines
10 Wellesley St. E., 9th Floor
Toronto M4Y 1G2
(416) 965-7577

NORTHEASTERN ONTARIO

Manager
199 Larch St., 4th Fl.
Sudbury P3E 5P9
(705) 675-4441

P.O. Box 128
King & Young Sts.
Mindemoya POP 1SO
(705) 377-5396

13 Lawton St.
Blind River POR 1B0
(705) 356-2226

P.O. Box 307
Main Street
Moosonee POL 1YO
(705) 336-2991

31 Birch St. E.
Chapleau POM 1KO
(705) 864-1515

P.O. Box 68
310 Whitewood Ave.
New Liskeard POJ 1P0
(705) 647-7391

P.O. Box 668
161 Sixth Ave.
Cochrane POL 1CO
(705) 272-4274

P.O. Box 1688
904 George St.
Hearst POL 1NO
(705) 362-4358

P.O. Box 1930
191 Main Street
Sturgeon Falls
POH 2GO
(705) 753-2900

P.O. Box 460
253 Ambridge Drive "A"
Iroquois Falls POK 1GO
(705) 232-4001

199 Larch St.,
1st Floor
Sudbury P3E 5P9
(705) 675-4451

267 Main St. W.
North Bay P1B 2T8
(705) 472-3911

10 Brunswick Walk
Elliot Lake P5A 2A8
(705) 848-7133

70 Church Street
Parry Sound P2A 1Y9
(705) 746-4296

P.O. Box 1718
Espanola Mall
Highway 6 South
Espanola POP 1CO
(705) 869-1532

444 Queen St. E.
Sault Ste. Marie
P6A 1Z7
(705) 254-6623

83 Wilson Ave.
Timmins P4N 2S8
(705) 267-1401

P.O. Box 635
32A Prospect Ave.
Kirkland Lake P2N 3K1
(705) 567-3291

27 Gold St.
Wawa P0S 1K0
(705) 856-2354

Model City Mall
Kapuskasing P5N 2E9
(705) 335-6008

NORTHWESTERN ONTARIO

Manager
Box 5050
12 Main St. S.
Kenora P9N 3X9
(807) 468-3135

P.O. Box 280
Peninsula St.
Marathon POT 2EO
(807) 229-1153

P.O. Box 940
123 Marks St.
Atikokan POT 1CO
(807) 597-2701

66 Front Street
Nipigon POT 2JO
(807) 887-3230
(Tues/Wed only)

34A King St.
Dryden P8N 1B3
(807) 223-5231

P.O. Box 430
408 Atwood Ave.
Rainy River POW 1L0
(807) 852-3287

529 Mowat Ave.
Fort Frances P9A 1Z1
(807) 274-5329

428 E. Victoria Ave.
Thunder Bay P7C 1A5
(807) 475-1425

Box 5050
12 Main Street S.
Kenora P9N 3X9
(807) 468-5548

P.O. Box 950
242 Howey St.
Red Lake POV 2M0
(807) 727-2870

P.O. Box 69
305 Main St.
Geraldton POT 1MO
(807) 854-0266

P.O. Box 147
42 King Street
Sioux Lookout
POV 2TO
(807) 737-1318

P.O. Box 196
200 Beaver St.
Ignace POT 1TO
(807) 934-2260

DISABLED AND SENIORS IN THE COMMUNITY PROGRAM

Purpose

- To ensure the continued well-being and independence of the province's disabled people and senior citizens by helping them stay comfortably in their own homes.
- To encourage property owners to undertake alterations, improvements, or additions to their property for the purpose of providing residential accommodation to either disabled people or senior citizens who would otherwise require institutional care.

Eligibility

The program applies to properties with three or fewer residential units. Such properties must either be owned and occupied by disabled persons or senior citizens, or be intended to provide residential accommodation to such persons.

Program Description

The program was established in 1984 by Bill 71 – An Amendment to the Assessment Act. The program provides for a property tax exemption for qualifying alterations, improvements and additions that were commenced after May 15, 1984.

Properties with three or fewer residential units owned by disabled persons or senior citizens qualify for the exemption if alterations, improvements, or additions were undertaken to allow the owner(s) to continue to reside at the property as his/her/their principal place of residence.

The property tax exemptions also apply to alterations, improvements, or additions to properties of not more than three residential units, if they were undertaken for the purpose of providing residential accommodation for the disabled person(s) or senior citizen(s) who, without these alterations, improvements or additions, would otherwise require care in an institution.

Only the assessed value of the alterations, improvements, or additions is exempt from property taxation and for only as long as the disabled person(s) or senior citizen(s) resides in the property as his/her/their principal place of residence.

Information concerning the program is available from local Ontario Ministry of Revenue regional assessment offices listed in the blue pages of telephone directories.

Contact Director,
Field Operations Branch
Property Assessment Program

Ministry of Revenue
33 King Street West
Oshawa, Ontario
L1H 8H5

Phone (416) 433-5804

VEHICLE TAX REBATES FOR PHYSICALLY DISABLED PERSONS

Purpose

To encourage and assist the mobility of Ontario residents who have a permanent physical disability.

Eligibility

The rebate is open to persons with a permanent physical disability and members of their family, or to religious, charitable, and non-profit organizations purchasing vehicles to transport physically disabled individuals.

A person is considered to have a permanent physical disability if he/she is:

- permanently deprived of the functional use of one or both arms or legs;
- permanently restricted in personal mobility to the use of a wheelchair, crutches, braces, or other mobility aids;
- legally blind;
- permanently or seriously restricted in mobility due to severe illness (however, in this instance the rebate is not available to members of the family).

The purchased vehicle must not be used for profit. For individuals, only one vehicle at a time may be eligible for a rebate. Rebates must be submitted within 3 years of the payment of the tax.

Program Description

The Vehicle Tax Rebate is established by Regulation 904 S32 of the Retail Sales Tax Act. This provides for a cash rebate of the full amount of retail sales tax paid on the purchase of a vehicle to transport persons with physical disabilities.

Printed information concerning the regulation, a Sales Tax Guide #118 "Vehicle Tax Refunds for the Physically Handicapped", and application forms are available from all field offices of the Retail Sales Tax Branch.

Each office has a toll-free telephone number listed in the blue pages of local telephone directories.

At present, rebate claims are filed at the rate of about 4,500 per annum.

Contact
Tax Specialist
Tax Advisory Programs
Retail Sales Tax Branch
Ministry of Revenue
33 King Street West
Oshawa, Ontario
L1H 8H5

Phone
(416) 433-6194

EXEMPT ITEMS FOR DISABLED PERSONS

Purpose

To keep expenditures that relate to a physical disability, chronic illness or illness of a serious nature, as low as possible.

Eligibility

Items of equipment that are claimed as tax exempt must be designed solely for the use of physically disabled persons and chronic invalids. Certain other medical items are non-taxable only under certain conditions.

Program Description

The Retail Sales Tax Act contains exemptions from tax on purchases that are specifically designed to aid physically disabled people and chronic invalids. These include:

- artificial limbs and prosthetic appliances and repair parts;
- orthopaedic appliances and repair parts;
- equipment designed solely for the use of chronic invalids or physically disabled people, accessories, and repairs to the equipment.

The Retail Sales Tax Act also contains exemptions that are available to all persons and are of particular interest to physically disabled people and invalids:

- drugs and medicines sold on prescription;
- hearing aids and accessories and repair parts;
- dentures, dental appliances, and repair parts;

- optical appliances sold on prescription and repair parts.

Printed information concerning the exemptions as they relate to disabled persons is contained in Sales Tax Guide #127 which is available from all field offices of the Retail Sales Tax Branch. All offices also have toll-free telephone lines listed in the blue pages of local telephone directories.

Contact	Tax Specialist Tax Advisory Programs Retail Sales Tax Branch Ministry of Revenue 33 King Street West Oshawa, Ontario L1H 8H5
Phone	(416) 433-6194

FUTURES

Purpose

- To assist hard-to-employ young people under 25 in finding and maintaining a permanent job, through counselling, skills and educational upgrading, and work experience. The age limit for disabled young people is 29.
- To replace and consolidate six former programs: Youth Works, Youth Corps, Ontario Career Action, Youth Tourism, Youth Start, and Residential Centres.
- To provide the following services to all participating youth, as required:
  - initial interview and assessment
  - pre-employment preparation
  - employment counselling
  - work experience placement with on-the-job training
  - support for educational upgrading
  - monitoring and post-program follow-up
- To ultimately attempt to match job or career aspirations of participants with appropriate placements in the private sector, non-profit community organizations, or the public sector.

Eligibility

Participation is available to youth under 25 with a grade 12 diploma who face no identifiable barriers to employment, but who have been out of school and out of work for at least 20 weeks, and to youth under 25 having less than a Grade 12 diploma or some physical, mental, or social barrier to employment who have been out of school and out of work for at least 12 weeks. The age limit for disabled young people is 29.

The program is restricted to only those young people legally able to work in Canada.

In the case of youth under the age of 16, only those on an official early-school-leaving program (S.A.L.E.P.) may participate.

Program Description

FUTURES addresses three areas:

- Pre-Employment Preparation

  For those severely employment disadvantaged youth (those youth with significant barrier(s) to employment such that they would be deemed to face failure if placed in a workplace setting without prior assistance), a period of pre-employment preparation is provided for up to 16 weeks. During this time participants receive funding for training of $100 a week

while receiving full-time training (i.e., counselling, social and job search skills, academic upgrading, and basic vocational skills) and, where necessary, shelter services in order to prepare them for successful participation in a work experience.

- Work Placement

  Work placements are provided with up to 16 weeks of job experience and training at the provincial minimum wage. As far as possible, work placements will lead to full-time employment after the placement ends.

- One-Year Guarantee Option

  Youth lacking secondary school graduation who make a personal commitment to educational upgrading are assured access for up to 52 weeks to regular employment or subsidized work experience at the provincial minimum wage.

  Participants in the one-year guarantee option who leave the program within the first 32 weeks to accept a permanent job are given transitional support equivalent to one week's wages.

Disabled youth are eligible and encouraged to apply for positions funded through the program.

Contact	Ontario Youth Hotline Ministry of Skills Development
Phone	Toll free 1-800-387-0777 (TDD) 1-800-387-0743

SUMMER EXPERIENCE PROGRAM

Purpose

To provide students with work experience relevant to their career and education plans by providing jobs in Ontario government ministries and associated agencies.

Eligibility

Summer Experience positions are open to students aged 15-24 who are eligible to work in Canada.

Program Description

The Summer Experience Program provides a variety of summer jobs in government ministries and agencies. Positions pay the provincial minimum wage.

Summer Experience brochures and application forms are distributed to all college and university placement offices, secondary schools, and Canada Employment Centres. The brochure provides a job description for each project and the address for applications. Each Summer Experience project hires independently.

Disabled students are eligible to apply for any positions funded by the program. Some projects, however, are specifically designed to hire or serve disabled people.

Contact	Youth Employment Services Branch Ministry of Skills Development
Phone	Toll free 1-800-387-0777

ONTARIO YOUTH HOTLINE

Purpose

To provide information to the public on employment programs and services for youth throughout the province.

Program Description

The Hotline provides a single point of contact for all provincial youth employment programs and services. Young people, employers, counselling services, educators etc. can call the toll free number to get information and, where necessary, are directed to specific program contacts.

Contact	Ontario Youth Hotline
Phone	Toll free 1-800-387-0777 (TDD) 1-800-387-0743

SERVICES TO DISABLED PERSONS

The Government of Ontario recognizes the importance of assisting persons with special needs to access training programs. Training is a strategic investment for economic growth. Providing access to genuine training for women, young people, mature workers, Native persons, members of visible minorities and disabled persons is not only consistent with our long-standing community objectives of equality and personal fulfillment but also is an important economic investment.

Fair and equal access to training programs must be assured if we are to achieve the objectives of increased training and improved employability for individuals. Consequently, the Ministry endeavours to remove inequities which prevent persons with special needs from participating fully in the economic mainstream. Specifically, the Ministry provides training opportunities for special needs persons within the full range of Ministry sponsored activities.

For further information:

Contact	Special Needs Section Ministry of Skills Development 3rd Floor, Mowat Block 900 Bay Street Toronto, Ontario M7A 1L2
Phone	(416) 965-0906

ONTARIO SPORTS TRAVELCADE

The Travelcade is a 45-foot trailer that provides a travelling resource centre on sports, fitness and recreation activities. Resources include 16 mm films, video cassette tapes, coaching manuals, rule books, reference books and slide presentations. Equipment is available for viewing audio-visual materials. Sports specialists are available to provide information on a wide variety of sports and other activities.

The Travelcade tours Ontario on a year-round basis, concentrating on smaller communities that do not have access to similar resources.

Printed materials describing the program are available to the public.

Contact	Sports and Fitness Branch Recreation Division Community Initiatives Section Ministry of Tourism and Recreation
Phone	(416) 965-6546

PROVINCIAL CONSULTANT ON RECREATION FOR DISABLED PERSONS

Purpose

To develop awareness and understanding in ministry staff, volunteers, and persons associated with regional and local organizations, of disabled persons' rights to participate fully in public and private recreation programs and services.

Eligibility

The program is open to all disabled and non-disabled persons, especially recreation staff and volunteers working in programs in this area.

Program Description

The program is supplied to participants on topics such as:

- solving problems on recreational issues affecting persons with disabilities;
- workshop design;
- organizational development;
- referral to appropriate services and organizations;

- distribution of resource materials;
- liaison with staff of MTR, recreation staff and volunteers, the general public, and other ministries;
- special projects.

The ministry also assists provincial organizations with expenses associated with training and development of volunteers.

Contact	Consultant on Recreation for Disabled Persons Ministry of Tourism and Recreation
Phone	(416) 965-5665

PROVINCIAL SPORTS AWARDS

Purpose

To recognize excellence in amateur sports and fitness participation.

Eligibility

Anyone may apply to the program coordinator for a specific award or for recognition in general of an individual or group of individuals.

The individuals must be Ontario residents at the time of achievement or contribution, and must have achieved a first place finish in an amateur sports competition. Nominations must be verified by the appropriate Sport Governing Body before presentation. Disabled candidates are eligible for sports awards.

Program Description

The program presents awards in the form of certificates, citations, statues, and plaques for sports excellence. Corporations may receive awards to honour unbroken affiliation with a sports body. Volunteers and community organizing groups are also honoured.

While figures vary each calendar year, there were 1,400 invited to the 1984 celebration dinner of which 62 were disabled athletes.

Printed material describing the program is available from the Ministry of Tourism and Recreation.

Contact	Sports and Recreation Division Community Initiatives Section Ministry of Tourism and Recreation
Phone	(416) 965-6546

ONTARIO GAMES FOR THE PHYSICALLY DISABLED

Purpose

- To provide a vehicle which will encourage a wider participation base in sport by physically disabled persons.
- To provide a level of competition that will enhance the competitors ability to attain national and international status.
- To increase public awareness of disabled persons through promotion of sport for physically disabled persons.
- To assist with community development by increasing public involvement in creating sport opportunities for disabled persons.
- To assist in the improvement of facilities by making them more accessible to physically disabled persons.
- To assist with the selection of Ontario's National Team members.

Eligibility

The Ontario Games for the Physically Disabled are annual summer games in which these disability groups participate:

- Ontario Blind Sports Association;
- Ontario Wheelchair Sports Association;
- Ontario Amputee Sports Association;
- Ontario Federation for the Cerebral Palsied.

Wheelchair	Cerebral Palsy	Blind	Amputee
Track	Track	Track	Track
Field	Field	Field	Field
Swimming	Swimming	Swimming	Swimming
Archery	Archery	Wrestling	Archery
Table Tennis	Table Tennis		Table Tennis
Snooker	Cycling		
Shooting	Shooting		Shooting
Weightlifting	Powerlifting	Weightlifting	Weightlifting
Basketball		Goalball	Volleyball
Rugby	Soccer		
Marathon	Bocci		

The number of participants is open-ended at the regional level but limited at the provincial level. In 1983-84, there were 700 disabled participants.

Contact: Executive Director
Office of Sport for the Physically Disabled
1220 Sheppard Avenue East
Willowdale, Ontario
M2K 2X1

Phone: (416) 495-4164

GRANTS TO PROVINCIAL SPORT GOVERNING BODIES

Purpose

To provide assistance to provincial sport governing bodies (PSGBs) representing groups of physically disabled persons and mentally retarded persons. The intention is to foster a range of levels of participation from recreation to elite competition. The aim is the provision of competitions, clinics, and so on, which will enable the individual to participate in athletics to the best of his/her ability.

Eligibility

The sports programs are available to all physically disabled residents of Ontario who wish to participate.

Program Description

Established under the Ministry of Tourism and Recreation Act, the program provides base financial assistance to:

- Ontario Amputee Sports Association
- Ontario Blind Sports Association
- Ontario Cerebral Palsy Sports Association
- Ontario Wheelchair Sports Association
- Ontario Special Olympics
  (representing mentally disabled persons)

These Provincial Sport Governing Bodies may be considered for financial assistance under the following categories:

- Administrative Assistance
- Communications
- Planning
- Human Resources Development
- Competition/Competitor Development
- Participation Development
- Womens Initiatives
- Regional Development

In addition, Wintario Grants are allocated to the Provincial Sport Governing Bodies to provide assistance with travel to provincial, national and international championships as well as with hosting championship events.

Best Ever grants are provided to Provincial Sport Governing Bodies to assist with coaching development, athlete training and education, competitive training opportunities, talent identification, participation

development, elite athletic development, womens participation, minor facilities and equipment.

The sport associations for physically disabled persons have indicated the following number of registered participants this year:

Ontario Amputee Sports Association	75
Ontario Blind Sports Association	125
Ontario Cerebral Palsy Sports Association	250
Ontario Wheelchair Sports Association	255
Ontario Special Olympics	2,483

Contact
Development Section
Sports and Fitness Branch
Ministry of Tourism and Recreation
(416) 965-4591
or
Executive Director
Office of Sport for the
Physically Disabled
(416) 495-4164

TRAVEL COUNSELLOR'S DIRECTORY

The Ministry of Tourism and Recreation publishes a Travel Counsellor's Directory which contains details of tourist attractions in Ontario. The directory provides information on the accessibility of facilities for disabled persons at these events and attractions. This information includes accessibility of buildings, washrooms, eating areas and trails.

The directory is a reference manual designed for the use of travel counsellors only. It is used at all Ministry of Tourism and Recreation Travel Information Centres, chambers of commerce, auto clubs, travel associations, and Tourism Canada.

General public can call the Ontario Travel lines at 965-4008 (in Toronto); or 1-800-268-3735 (long distance); 1-800-268-3736 (French) for more information.

Contact
Tourism Marketing Branch
Ministry of Tourism and Recreation

Phone
(416) 965-2164

HORSEBACK RIDING ESTABLISHMENTS LISTING

The Horseback Riding Establishments Listing provides consumers with an annotated list of licensed riding stables and other equestrian establishments in Ontario that offer facilities such as hay/sleigh and trail rides, boarding, instruction, rentals, and children's camps. The listing includes establishments that provide special facilities and services for disabled adults and children.

The listing is available in print form at all Ministry of Tourism and Recreation Travel Information Centres. Information can also be obtained by contacting Ontario Travel at the following numbers:

Toronto calling area:

English	(416) 965-4008
French	(416) 965-3448

Toll-free lines for continental North America

English	1-800-268-3735
French	1-800-268-3736

Contact	Tourism Marketing Branch Customer Sales and Service Ministry of Tourism and Recreation
Phone	(416) 965-2164

ACCOMMODATION GUIDE

The Ministry of Tourism and Recreation publishes an Accommodation Guide which provides a listing of graded and ungraded hotels, motels, resorts, lodges, housekeeping cottages, cabins and farm vacations. Establishments that cater specifically to the needs of disabled persons are identified by a wheelchair symbol. The guide provides specific information on addresses, telephone numbers, services, facilities, periods of operation, and current tentative rates.

In order to be listed, establishments must:

- have a minimum of 4 rooms for daily or overnight occupancy;
- be licensed by the Ministry of Tourism and Recreation or the Liquor Licence Board of Ontario;

- meet with the Ontario Ministry of Health regulations;
- meet with the Ontario Fire Marshall's regulations and be approved by the Fire Marshall's Office;
- conform with the National Building Code.

Approximately 4,027 establishments are listed in the guide, of which approximately 209 cater specifically to the needs of disabled persons.

The guide is available to the public at all Ministry of Tourism and Recreation Travel Information Centres, chambers of commerce, auto clubs, travel associations, and Tourism Canada. Information can also be obtained by contacting Ontario Travel at the following numbers:

Toronto calling area:

English	(416) 965-4008
French	(416) 965-3448

Toll-free lines for continental North America

English	1-800-268-3735
French	1-800-268-3736

Contact	Tourism Marketing Branch Customer Sales and Service Ministry of Tourism and Recreation
Phone	(416) 965-2164

MINISTRY OF TRANSPORTATION AND COMMUNICATIONS

MOTOR VEHICLES SAFETY INSPECTION PROGRAM

The safety inspection program, available throughout Ontario, makes it mandatory for a bus or van transporting physically disabled passengers to undergo inspection. The vehicle must display a vehicle inspection sticker as evidence that it has been inspected and complies with the safety requirements set out in Ontario Regulation 483 of the Highway Traffic Act.

Contact	Operational Policy and Standards Office Ministry of Transportation and Communications
Phone	(416) 248-7151

PUBLIC TRANSPORTATION PROGRAM FOR PHYSICALLY DISABLED PERSONS

Purpose

To provide financial assistance to municipalities providing specialized public transportation services to physically disabled persons.

Eligibility

Ontario municipalities are eligible for funding for specialized transportation services for which a fare is charged. Services may be operated either by a municipality directly or by a contractor on behalf of the municipality, under an agreement approved by the ministry.

These specialized services are for those individuals who, regardless of age, are unable to board regular transit vehicles.

Program Description

The program was created under Section 94 of the Public Transportation and Highway Improvement Act.

It provides financial assistance to municipalities for specialized transit services. Capital costs such as expenditures to buy vehicles are subsidized at the rate of 50%. Operating subsidies will amount to 25% of approved operating costs plus $2.60 per passenger trip. In some cases the service, including the supply of vehicles, is provided by a contractor and the contract costs include the amortized annual vehicle costs. Under these conditions, the operating subsidy rate will be increased from 25% to 30%. The passenger trip subsidy rate is unchanged. Vehicle acquisition is the responsibility of the contractor.

Currently, about 52 municipalities participate in the program.

Contact	Municipal Transportation Ministry of Transportation and Communications
Phone	(416) 248-3785

DISABLED SYMBOL PLATES

Purpose

To provide a means of identifying vehicles eligible for access to reserved parking areas provided by institutions, businesses, and municipalities throughout the province.

Eligibility

Licence plates with a disabled symbol are available to an individual who:

- is physically disabled;
- regularly transports a disabled person;
- has seriously restricted mobility due to medical reasons;
- requires a mobility aid such as a wheelchair or crutches.

Applicants are required to sign a statement attesting to their disability or to their role as a regular driver of a disabled person.

Temporarily disabled persons also qualify for the program. They can resume using regular plates upon regaining mobility. There is no charge for symbol plates if applicants own current plates, otherwise a $5.00 fee is charged.

Program Description

The program, available throughout Ontario, provides a blue-on-white licence number plate displaying the international symbol for physical disability. Plates are available through MTC licensing offices at no charge. Their use is legally recognized within municipalities extending on- or-off street parking privileges to disabled persons.

These licence plates were first introduced in February 1983. 6,000 licence plates were issued during the year 1983-84.

The program is currently under review by MTC.

Contact	Operational Policy Office Ministry of Transportation and Communications
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